



AMENDMENT OF SOLICITATION/M		IFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE 1 of 6	
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">8</div>		3. EFFECTIVE DATE <div style="text-align: center;">May 2, 2000</div>		4. REQUISITION/PURCHASE NO. <div style="text-align: center;">N/A</div>		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. <div style="text-align: center;">NAS3-99179</div> <input type="checkbox"/> 10B. DATED (SEE ITEM 13) <div style="text-align: center;">August 1, 1999</div>			
CODE (BX) (34)		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return 1 copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
In section C.5 ADMINISTRATIVE REPORTING REQUIREMENTS, subsection I. STANDARD OPERATING PROCEDURES (SOP) is hereby deleted. Section C.8 ISO 9000 REQUIREMENTS is hereby revised in its entirety to read as set forth in the attached pages No. 1 through 5.							

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) <div style="text-align: center;">James A. Gallagher, Deputy Program Manager</div>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <div style="text-align: center;">Marc Hudson, Contracting Officer</div>	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED <div style="text-align: center;">5/19/00</div>	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <div style="text-align: center;">May 2, 2000</div>

C-8 ISO 9000 REQUIREMENTS

To meet the customer needs and maintain excellence as a research and technology provider. Glenn Research Center (GRC) has implemented a Business Management System (BMS). The BMS is an infrastructure through which key GRC processes are documented, performed, managed, assessed, and improved. Implementing the BMS enables the Center to:

- Maintain and improve the quality of its products and services
- Optimize the efficiency of its process
- Identify and correct problems
- Better Plan for the future

The BMS addresses processes beyond the scope of the ISO 9001 Standard. The GRC Quality System is encompassed in the BMS.

NASA is committed to being a work-class leader in scientific and technological research and development. To ensure NASA's continued presence as a leader in these areas, the Agency has directed the Centers to develop and implement quality systems that are compliant with the internationally recognized quality management standards, ISO 9001:1994. GRC has followed that directive and has developed and implemented an effective and efficient quality system which is designed to comply with all of the applicable elements of ISO 9001:1994. The BMS Quality System Manual describes the Glenn Research Center Quality System and provides policy and guidance for implementation of this important program.

The Glenn Research Center Business Management System (BMS) describes the Center's approach to ensure consistent and effective operation of those processes affecting the quality of GRC products and services. It includes the processes that relate to the elements of the ISO Standard, as well as the other business processes necessary to operate GRC. While the Quality System addresses the ISO requirement, these policies and procedures also apply to the Center's other core business activities.

GRC's primary product is leading-edge technology resulting from aerospace research activities. Products and services include design, development, test, and fabrication of research and test aerospace hardware and software for a variety of GRC customers. The activities and processes used to develop these products and services are the primary focus of the GRC Quality System.

Responsibility for these systems, their document generation, compliance to, continuous improvement and maintenance of (which includes but is not limited to updating or modifying), shall rest with the civil servant (CS) and support service contractor (SSC) employees involved with the functional areas that fall in the scope of the ISO 9000 and BMS Quality System.

The prime Contractor, team members or subcontractors under this contract are not required to be ISO 9000 certified; however Glenn Research Center is required to be certified. In support of that

certification and in accordance with NPD 8730, NASA Quality Management System Policy (ISO 9000), and GLPD 8730.5, NASA Glenn Quality Management System Policy (ISO 9000), the Contractor shall develop work instructions for each of the following tasks supporting the Logistics and Technical Information Division. The Contractor shall work in cooperation with LTID to complete these work instructions by September 30, 2000.

*BMS/ISO Procedures Listing
(as of April 26, 2000)*

Task	Center Level Procedure	Work Instruction
1.0 Logistics		
1.1 Property Management	LeR-P3.5 Equipment Management	LeR-W0620.3.5.001 Survey Report Processing
	LeR-P3.5.1 Equipment Reutilization	LeR-W0620.3.5.1 Reutilization - Screening Purchase Requests
	<i>GRC-P Hold Storage Program</i>	<i>TBD</i>
	<i>GRC-P Property Loans</i>	<i>TBD</i>
	<i>GRC-P Property Disposal</i>	<i>TBD</i>
1.2 Freight Traffic	<i>GRC-P Shipping and Freight Traffic Services</i>	<i>TBD</i>
1.4 Supply Management	<i>GRC-P Supply and Warehousing Services</i>	<i>TBD</i>
1.5 Transportation Operations	LeR-P3.9.3 Handling, Storage, Packaging, Preservation and Delivery	LeR-W0620.3.9.3.001 Handling
		LeR-W0620.3.9.3.002 Storage
		LeR-W0620.3.9.3.003 Processing of Damaged Material
		LeR-W0620.3.9.3.005 Delivery (Shipping)
		LeR-W0620.3.9.3.006 Receiving, Storage and Shipping of Hazardous Materials
		LeR-W0620.3.9.3.007 Maintenance of Training Records
		LeR-W0620.3.9.001 Receiving
		LeR-W0620.3.9.002 Receiving, Cal Lab

1.5.1 Personnel Transportation	<i>GRC-P Personnel Transportation</i>	<i>TBD</i>
1.5.2 Dry Cargo	<i>GRC-P Transportation Services</i>	<i>TBD</i>
1.5.3 Mail Processing	<i>GRC-P Mail Services</i>	<i>TBD</i>
1.5.5 Vehicle Maintenance	<i>GRC-P Vehicle and Equipment Maintenance</i>	<i>TBD</i>
1.5.6 Motorpool Vehicle Dispatcher	<i>GRC-P Motor Pool (Vehicle Dispatch) Operations</i>	<i>TBD</i>
1.5.7 Garage Administration	N/A	N/A
1.5.8 Fuels Distribution	<i>GRC-P Fuels Distribution</i>	
2.0 Imaging Technology	<i>GRC-P Imaging Services</i>	<i>TBD</i>
2.1 Production Administration Support		
2.2 Scientific Imaging		
2.3 Video/Multimedia		
2.4 Still Imaging		
2.5 Audiovisual		
3.0 Scientific and Technical Publishing, Duplicating, Copiers and Printing		
3.1 Scientific & Technical Publishing	LeR-P3.7.4 Reports Publication	LeR-W0620.3.7.4.001 Reports Publication Publishing Services Coordination Office
		LeR-W0620.3.7.4.002 Reports Publication Technical Editing
		LeR-W0620.3.7.4.003 Reports Publication Statistical Drafting
		LeR-W0620.3.7.4.004 Reports Publication Layout
		LeR-W0620.3.7.4.005 Reports Publication Conference Support Team
		LeR-W0620.3.7.4.006 Reports Publication Nondedicated Technical Illustration
		LeR-W0620.3.7.4.007 Reports Publication Dedicated Technical Illustration
		LeR-W0620.3.7.4.008 Reports Publication Errata Publishing
	<i>GRC-P Nonreport Publishing Services</i>	<i>TBD</i>
3.2 Duplicating, Copiers and Printing	<i>GRC-P Duplicating Services</i>	<i>TBD</i>

4.0 Metrology	LeR-P3.5.2 Control of Inspection, Measuring and Test Equipment	LeR-W0620.3.5.2.002 Cal Lab Non-Automated Cal Procedure/Datasheet
		LeR-W0620.3.5.2.003 Cal Lab Calibration Process
		LeR-W0620.3.5.2.004 Cal Lab User Evaluation
		LeR-W0620.3.5.2.005 Cal Lab Contract Acceptance
		LeR-W0620.3.5.2.006 Disposition of Unserviceable IMTE ...
		LeR-W0620.3.5.2.007 Cal Lab Document and Data Control
		LeR-W0620.3.5.2.008 Cal Lab Environmental Instruction
		LeR-W0620.3.5.2.009 Cal Lab IMTE Handling, Storage, Packaging, Preservation and Delivery
		LeR-W0620.3.5.2.010 Cal Lab Factory Process
		LeR-W0620.3.5.2.013 Cal Lab Low Oxygen Alarm
		LeR-W0620.3.5.2.014 Cal Lab Mandatory Recall
		LeR-W0620.3.5.2.017 Cal Lab Oxygen Cleaning and Recertification
		LeR-W0620.3.5.2.019 Cal Lab Production Control Instructions
		LeR-W0620.3.5.2.020 Cal Lab Quality Assurance/Quality Control
		LeR-W0620.3.5.2.024 Cal Lab Control of Cal Software
		LeR-W0620.3.5.2.025 Cal Lab Labmate Data Entry Instructions
		LeR-W0620.3.5.2.026 Cal Lab Equipment Traceability and Adequacy Instruction
		LeR-W0620.3.5.2.027 Cal Lab Training and Tech Qualification
		LeR-W0620.3.5.2.028 Cal Lab Factory/Safety Recall
		LeR-W0620.3.5.2.029 Cal Lab Impact Assessment of Nonconforming Product
	GRC-P Instrument Pool	TBD
5.0 Library	GRC-P Library Services	TBD

6.0 Administrative Support		
6.1 Unscheduled Administrative Support	GRC-P	TBD*
6.2 Administrative Programs		
6.2.1 Special Projects	N/A	TBD
6.2.2 Accounting Support	N/A	TBD
6.2.3 Directives, Handbooks, Guidelines and Directives Processing	LeR-P3.7.5 Agency/Center Directives	LeR-W0620.3.7.5.001 Processing Agency Directives (NPDs/NPGs)
		LeR-W0620.3.7.5.002 Processing Glenn Directives (GLPD/GLPG)
		LeR-W0620.3.7.5.003 Canceling Glenn Directives
		LeR-W0620.3.7.5.004 Adding Glenn Directives to the Web
		LeR-W0620.3.7.5.005 Removing Glenn Directives from the Web
6.2.4 Electronic Forms Management	LeR-P3.7.2.2 Forms Management	LeR-W0620.3.7.2.2.001 Annual Survey of Center Forms
		LeR-W0620.3.7.2.2.002 Create a New Center Form
		LeR-W0620.3.7.2.2.003 Revise a Center Form
		LeR-W0620.3.7.2.2.004 Request To Have a Form Printed
6.2.5 Center Information Directory	GRC-P Information Sources	TBD
6.2.6 Distribution	(see 6.2.5 above)	TBD
6.2.7 Records Management	LeR-P3.7.3 Records Management	LeR-W0620.3.7.3.001 Records Management Operations
6.2.8 Historian		TBD
6.2.9 Document Administrator	N/A	N/A
6.2.10 Contract Management Support	N/A	TBD
6.2.11 Scheduling	GRC-P Guerin House and Picnic Grounds Scheduling	TBD
6.2.12 Move Operations	GRC-P Move Scheduling	TBD
6.11 Information Systems Support	N/A	N/A
7.1 Unscheduled Clerical Support	GRC-P	TBD

The COTR in cooperation with the Contractor will write the work instructions for tasks 6.1 Unscheduled Administrative Support and 7.1 Unscheduled Clerical Support.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 1	
2. AMENDMENT/MODIFICATION NO. 10		3. EFFECTIVE DATE AUG 3 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Lewis Research Center Attn: Mark Manthey, Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MM		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, Mail Stop 21-10 Cleveland, Ohio 44135-3191				<input type="checkbox"/>		9A. AMENDMENT OF SOLICITATION NO.	
				<input type="checkbox"/>		9B. DATED (SEE ITEM 11)	
				<input checked="" type="checkbox"/>		10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
				<input type="checkbox"/>		10B. DATED (SEE ITEM 13) November 1, 1999	
CODE (BX)(34)		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A		THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) _____ THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/> B		THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/> C		THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: The "Changes" clause					
<input type="checkbox"/> D		OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copy to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
a. All sections of the contract are replaced with the enclosed document. This document [redacted] as [redacted] amendments to solicitation 3-038038 and [redacted] into a single new document. Enclosed with the document are the following attachments which were added or changed by amendment or modification: Attachments A, F-1a (the area Wage Determination), L and T.							
b. In addition to all prior amendments and modifications, the enclosed document reflects an additional \$30,000 reduction in the target Technical Incentive Fee, and a related increase of \$37,500 in the Award Fee, allocated for the 1 st 6-month evaluation period.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15a. NAME AND TITLE OF SIGNER (Type or print) Jack A. Kelly - CFO				16a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson/Mark W. Manthey			
15b. CONTRACTOR/OFFEROR <i>(Signature of person authorized to sign)</i>		15c. DATE SIGNED 7/28/00		16b. UNITED STATES OF AMERICA BY Marc Hudson <i>(Signature of Contracting Officer)</i>		16c. DATE SIGNED 8/3/00	

SOLICITATION, OFFER AND AWARD		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)		RATING DO-C9	PAGE 1 OF 171
2. CONTRACT NO. NAS3-99179	3. SOLICITATION NO. RFP3-038038	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP) Small Business Set-Aside		5. DATE ISSUED December 7, 1998	6. REQUISITION/PURCHASE NO. 038038
ISSUED BY NASA Lewis Research Center Attn: Mark W. Manthey, Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/ALP	8. ADDRESS OFFER TO (If other than Item 7) MOC 1 Source Evaluation Board Attn: Mark Manthey, Contracting Officer 21000 Brookpark Road; Bldg 501, room 13 Cleveland, OH 44135-3191		

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and 10 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in Building 501, Room 13 until **12:00 p.m.** local time, on (see provision L.16 for submission dates).
CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL: ➤	A. NAME Mark W. Manthey	B. TELEPHONE NO. (NO COLLECT CALLS)			C. EMAIL ADDRESS mark.w.manthey@lerc.nasa.gov
		AREA CODE (216)	NUMBER 433-2750	EXT. 	

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OFFER (Must be fully completed by offeror)

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (120 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, clause No. 52-232-8) ➤	10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS %	CALENDAR DAYS %
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14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION).	AMENDMENT NO	DATE	AMENDMENT NO	DATE
	1	January 28, 1999		
For offerors and related documents numbered and dated:	2	February 17, 1999		

15. NAME AND ADDRESS OF OFFEROR InDyne, Inc. 21000 Brookpark Road, Mail Stop 21-10 Cleveland, Ohio 44135-3191	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print) C. Donald Bishop, President
---	---

15B. TELEPHONE NO. (Include area code) 703-903-6900, ext 146	15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER <input type="checkbox"/> SUCH ADDRESS IN SCHEDULE	17. SIGNATURE	18. OFFER DATE March 10, 1999
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION	
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION <input type="checkbox"/> 10 U.S.C. 2304(c) () <input type="checkbox"/> 41 U.S.C. 253(c) ()		23. SUBMIT INVOICES TO ADDRESS SHOWN IN: (4 copies unless otherwise specified) ➤	ITEM
24. ADMINISTERED BY (If other than Item 7)	CODE	25. PAYMENT WILL BE MADE BY NASA Lewis Research Center Commercial Accounts MS 500-303 21000 Brookpark Road Cleveland, OH 44135-3191	
NAME OF CONTRACTING OFFICER (Type or print) Mark W. Manthey		27. UNITED STATES OF AMERICA (Signature of Contracting Officer)	28. AWARD DATE June 29, 1999

IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

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PART I - THE SCHEDULE

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

PART I - THE SCHEDULE

SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 REQUIRED SERVICES

The Contractor shall provide the services specified in Section C, Statement of Work, for the duration of the contract period specified in Clause F.2, PERIOD OF PERFORMANCE – BASIC AND OPTIONS. Additional tasks may be added throughout the term of the contract through the issuance of individual Task Orders in accordance with Clause H.10, TASK ORDERING PROCEDURE. Service shall meet the required standards, specified in Attachment A, for each task. Those standards constitute the contract requirements referenced in Clause E.2, INSPECTION OF SERVICES—COST REIMBURSEMENT. Except for the government-owned property, office space, and vehicles which will be provided to the Contractor, listed in Attachments B, K, and L, respectively, the Contractor shall provide all labor, management, equipment, and material necessary to perform the required services.

B.2 TARGET COSTS AND INCENTIVE FEES

- a. Task Groups The Target Costs and Incentive Fees for each contract year shall be allocated into the following separate groups;
- (1) Tasks 1.0 (Logistics) and 5.0 (Library);
 - (2) Tasks 2.0 (Imaging Technology) and 3.0 (Publishing), and 4.0 (Metrology);
 - (3) Tasks 6.0 (Administrative Support) and 7.0 (Clerical Support); and
 - (4) Government-specified Costs,

except that there will be no fees directly associated with the government-specified costs. The “government-specified” costs consist of those costs for which the government specified an amount in solicitation RFP3-038038, and include Stores Stock, Library Subscriptions, Library Materials, “Facilities,” “Special Test Equipment,” and Specialized Training and related Travel.

b. Target Cost, Target Fee, and Award Fee Amounts**Contract Year 1**

TASK GROUP	Target Cost	Cost Incentive Fee	Technical Performance Incentive Fee	Award Fee
Phase-in	\$144,606			
1.0 & 5.0	\$3,393,373	\$91,621	\$71,233	
2.0, 3.0, & 4.0	\$3,942,241	\$106,441	\$170,959	
6.0 and 7.0	\$6,550,732	\$176,870	\$28,493	
C.5 (Reporting)	\$0	\$0	\$14,247	
Gov't-specified	\$4,665,000	\$0	\$0	
TOTAL	\$18,695,952	\$374,932	\$284,932	\$195,819
			TOTAL FEES:	\$855,683

Contract Year 2

TASK GROUP	Target Cost	Cost Incentive Fee	Technical Performance Incentive Fee	Award Fee
1.0 & 5.0	\$3,134,863	\$ 84,048	\$ 84,877	
2.0, 3.0, & 4.0	\$3,603,171	\$ 96,558	\$204,102	
6.0 and 7.0	\$5,942,321	\$159,299	\$ 33,950	
C.5 (Reporting)	\$0		\$ 16,976	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,580,355	\$339,905	\$339,905	\$ 75,534
			TOTAL FEES:	\$755,344

Contract Year 3

TASK GROUP	Target Cost	Cost Incentive Fee	Technical Performance Incentive Fee	Award Fee
1.0 & 5.0	\$3,187,859	\$ 85,458	\$ 85,921	
2.0, 3.0, & 4.0	\$3,640,207	\$ 97,535	\$ 206,209	
6.0 and 7.0	\$5,994,955	\$ 160,690	\$ 34,368	
C.5 (Reporting)	\$0		\$ 17,184	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,723,021	\$ 343,683	\$ 343,683	\$ 76,374
			TOTAL FEES:	\$763,740

Contract Year 4

TASK GROUP	Target Cost	Cost Incentive Fee	Technical Performance Incentive Fee	Award Fee
1.0 & 5.0	\$3,194,651	\$ 85,625	\$ 86,410	
2.0, 3.0, & 4.0	\$3,678,930	\$ 98,554	\$ 207,383	
6.0 and 7.0	\$6,024,731	\$ 161,460	\$ 34,563	
C.5 (Reporting)	\$0		\$ 17,282	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,798,312	\$ 345,639	\$ 345,639	\$ 76,809
			TOTAL FEES:	\$768,087

Contract Year 5

TASK GROUP	Target Cost	Cost Incentive Fee	Technical Performance Incentive Fee	Award Fee
1.0 & 5.0	\$3,207,404	\$ 85,954	\$ 87,225	
2.0, 3.0, & 4.0	\$3,734,139	\$ 100,018	\$ 209,341	
6.0 and 7.0	\$6,080,506	\$ 162,929	\$ 34,891	
C.5 (Reporting)	\$0		\$ 17,445	
Gov't specified	\$5,900,000	\$0	\$0	
TOTAL	\$18,922,049	\$ 348,902	\$ 348,902	\$ 77,533
			TOTAL FEES:	\$775,337

- c. Cost Incentive Fee Adjustment Clause 52.216-10, INCENTIVE FEE, incorporated by reference in clause I.1.I, is completed by inserting "20," "20," "133.3 %," and "0.0%." This reflects a Contractor share of overruns and underruns of 20%, and the maximum and minimum fees (in terms of a percent of the target fee), respectively.
- d. Technical Performance Incentive Fee Adjustment The Contractor's Technical Performance Fee shall be determined separately for each Task Group based on comparison between the Contractor's weighted technical performance score and the related Standard Performance Level (SPL). A performance score will be determined at the end of every six months of performance, based on the individual standards and relative weights itemized in Attachment A. For superior (relative to the SPL) performance, the fee will be increased by the Positive Adjustment Factor (PAF) for every score point, or fraction thereof, above the SPL. For inferior performance, the fee will be similarly decreased by the Negative Adjustment Factor (NAF) for scores below the SPL. The adjustment factors for each Task Group are as follows:

Task Group	PAF	NAF
1	3.229%	11.602%
2	3.229%	14.027%
3	1.25%	5.0%
Reporting	3.125%	11.111%

The maximum fee will be 125% of the target fee and the fee at the Acceptable Quality Level (AQL) is 0% of the target fee.

- e. Within each individual task group or for the total contract, no Cost or Technical Performance Incentive Fee will be earned if the technical performance score is below the AQL (Acceptable Quality Level). If the technical performance scores are below the AQL for all three task groups, no Award Fee will be earned for that six-month period.
- f. The provisions of paragraph (d) of Clause 52.216-10, as they apply to adjustments in the Cost Incentive Fee amounts, do not apply to changes affecting the cost of acquiring additional or replacement Government Property, the cost of Stores Stock, or the cost of Library Materials or Subscriptions. Similarly, contract changes affecting those categories of cost will not entitle the contractor to adjustment of either the Technical Performance Incentive Fee or the Award Fee amounts.

B.3 CONTRACT FUNDING (NFS 18-52.232-81) (JUN 1990)

(a) For purposes of payment of cost, exclusive of fee, in accordance with the Limitation of Funds clause, the total amount allotted by the Government to this contract is 96% of the total funding obligation accomplished by contract modification or by task order.

(b) The remaining 4% of the cumulative total of all funding actions obligated under this contract is for payment of the fees.

B.4 FUNDING CATEGORIES

Funding for this contract will be allotted by the individual funding categories, which correlate directly with the cost reporting categories listed in C.5.F of the Statement of Work and shown in the "533 Formats" (Attachment H). The "Limitation of Funds" clause, incorporated by reference in Section I.1, applies individually to each funding category, except that the notification requirement of paragraph (c) of that clause will be deemed satisfied so long as the Contractor's Monthly Contractor Financial Management Report (NASA Form 533) includes projections, for each funding category, of the period time for which funding remains.

B.5 LIMITATION ON PRECONTRACT COSTS

(b) 4

SECTION F - DELIVERIES OR PERFORMANCE

F.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.242-15	AUG 1989	STOP-WORK ORDER (ALTERNATE I) (APR 1984)
52.247-34	NOV 1991	F.O.B. DESTINATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
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None included by reference.

F.2 PERIOD OF PERFORMANCE - BASIC AND OPTIONS (LeRC 52.212-93)(JAN 1987)

The initial period of performance hereunder shall be for a period of two (2) years commencing on November 1, 1999. Subsequent contract periods if any shall be for periods of one year each beginning on the expiration date of the previous contract period. If the Government requires performance of services after the initial contract period, notification to the Contractor of such requirement shall be in accordance with the clause entitled "Option to Extend the Term of the Contract."

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
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None included by reference.

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
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1852.242-70	SEP 1993	TECHNICAL DIRECTION
1852.242-71	DEC 1988	TRAVEL OUTSIDE OF THE UNITED STATES
1852.242-73	JUL 1997	NASA CONTRACTOR FINANCIAL MANAGEMENT REPORTING
1852.245-70	JUL 1997	CONTRACTOR REQUESTS FOR GOVERNMENT- OWNED EQUIPMENT

G.2 SUBMISSION OF VOUCHERS FOR PAYMENT (NFS 1852.216-87) (MAR 1998)
(LeRC MODIFICATION) (APR 1998)

(a) The designated billing office for cost vouchers for purposes of the Prompt Payment clause of this contract is indicated below. Public vouchers for payment of costs shall include a reference to the number of this contract.

(b)(1) If the contractor is authorized to submit interim cost vouchers directly to the NASA paying office, they shall be prepared in accordance with paragraph (c) of this clause and submitted to:

NASA - Lewis Research Center Commercial Accounts Mail Stop 500-303 21000 Brookpark Road Cleveland, OH 44135

(2) For any period that the Defense Contract Audit Agency has authorized the Contractor to submit interim vouchers directly to the Government paying office, interim vouchers are not required to be sent to the Auditor, and are considered to be provisionally approved for payment, subject to final audit.

(3) Copies of vouchers should be submitted as follows:

(i) Copy 1 - NASA Contracting Officer

(ii) Copy 2 - DCAA Auditor

(iii) Copy 3 - Contractor

(iv) Copy 4 - Contract Administration Office, if delegated

(v) Copy 5 - LeRC Project Manager

(c) If the contractor is not authorized to submit interim cost vouchers directly to the paying office as described in paragraph (b), the contractor shall prepare and submit vouchers as follows:

(1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment to the cognizant DCAA office

(2) Five copies of SF 1034A, SF 1035A, or equivalent Contractor's attachment to the following offices by insertion in the memorandum block of their names and addressees:

(i) Copy 1 - NASA Contracting Officer

(ii) Copy 2 - DCAA Auditor

(iii) Copy 3 - Contractor

(iv) Copy 4 - Contract Administration Office, if delegated

(v) Copy 5 - LeRC Project Manager

(3) The Contracting Officer may designate other recipients as required.

(d) Public vouchers for payment of fee shall be prepared similarly to the procedure in paragraph (c) of this clause, and be forwarded to:

NASA - Lewis Research Center Commercial Accounts Mail Stop 500-303 21000 Brookpark Road Cleveland, OH 44135

This is the designated billing office for fee vouchers for purposes of the Prompt Payment clause of this contract.

(e) In the event that amounts are withheld from payment in accordance with provisions of this contract, a separate voucher for the amount withheld will be required before payment for that amount may be made.

(f) All invoices shall be itemized by funding category (See section B.4)

(g) Monthly provisional payment of the Cost and Technical Incentive Fees will be made upon submittal of an invoice for appropriate amounts as follows: (i) for the first 6-months of contract performance, at 1/12th of the target fee amount, and (ii) for the remainder of the

contract period, at the rate of fee earned for the most recent 6-month performance evaluation period.

G.3 RELEASABLE INFORMATION UNDER THE FREEDOM OF INFORMATION ACT (FOIA) (LeRC 52.224-90) (FEB 1998)

Except for the information listed below, all dollar amounts, ceilings, descriptions, schedules, clauses, attachments and other information included in this contract are considered releasable agency records and may be provided by the Government to the general public through electronic, written, or other means in accordance with FOIA.

The following contract information is exempt from disclosure under the FOIA, 5 U.S.C. 552(b)(4):

All of Clause G.5

G.4 RIGHTS IN DATA (LERC 52.227-90) (Jan 1987)

The data required in Item _____ is defined as "unlimited rights data" in accordance with the "Rights in Data - General" clause of this contract.

G.5 INDIRECT COST CEILING (LeRC 52.231-90)

A. Reimbursement Ceiling Rates

Final payment for overhead and G&A expenses will be based on the application of the actual audited rate, but not in excess of the following ceilings:

Contractor's Fiscal Years	Overhead (%)	Overhead Base	G&A (%)	G&A Base
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(b) 4

Contractor's Fiscal Years	Materials/Subcontracts Burden (%)	Pool Base
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(b) 4

The ceiling rates for years 1999 through 2004 are rates for the total indirect expenses and total contract cost bases for the calendar-year periods specified. Rates shall not vary within the individual years.

Increased indirect costs during the term of this contract that result from such items as statute, court decisions and/or written rulings or regulations by the Internal Revenue Service or other taxing authority may be cause for adjustment of the indirect ceiling affected.

Notwithstanding the above, in the event that the actual overhead or G&A rates exceed their respective ceilings, an overrun amount in one ceiling may be reimbursed in an amount not to exceed any underrun in the other ceiling. Underruns from one Contractor-fiscal year may be applied to overruns of another fiscal year. All costs in excess of the said indirect ceilings are not reimbursable under this or any other Government contract.

Specific cost elements (or accounts) that comprise the overhead and G&A expense pools and cost bases which are subject to the above agreed-upon ceilings are itemized and described in the Contractor's successful cost proposal. The Contractor shall advise the NASA Contracting Officer of any planned or approved accounting changes that would impact the subject indirect rates and demonstrate how the changes will impact negotiated ceilings. The NASA Contracting Officer may agree to change the rate ceilings, if appropriate. Where accounting changes have the effect of moving costs from one expense pool to another that potentially results in a circumvention around a rate ceiling(s), the NASA Contracting Officer shall agree to only those rate ceiling changes that either have no effect on or decrease the net effective cost chargeable to the contract.

B. Provisional Indirect Billing Rates:

For both overhead and G&A expenses, the Contractor may submit interim billings based on actual, cumulative pool costs not to exceed the lesser of the ceiling rates or the cognizant Government auditor-approved provisional billing rates.

To prevent substantial over or under payment (except where a ceiling is reached), the provisional billing rates shall be reviewed at least annually by the Contractor. Whenever actual rates are + or -5% of the current billing rate, the Contractor shall propose revisions for the NASA Contracting Officer's approval. Proposed revisions are subject to review by Government auditors.

G.6 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (NSF 1852.245-71) (JUNE 1998)

(a) The Government property described in the clause at 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government retains accountability for, and title to, the property, and the Contractor assumes the following user responsibilities:

NASA Handbook (NHB) 4200.1D (as revised), entitled
"NASA Equipment Management Manual"

The contractor shall establish and adhere to a system of written procedures for compliance with these user responsibilities. Such procedures must include holding employees liable, when appropriate, for loss, damage, or destruction of Government property.

(b)(1) The official accountable record keeping, physical inventory, financial control, and reporting of the property subject to this clause shall be retained by the Government and accomplished by the installation Supply and Equipment Management Officer (SEMO) and Financial Management Officer. If this contract provides for the contractor to acquire property, title to which will vest in the Government, the following additional procedures apply:

(i) The contractor's purchase order shall require the vendor to deliver the property to the installation central receiving area;

(ii) The contractor shall furnish a copy of each purchase order, prior to delivery by the vendor, to the installation central receiving area:

(iii) The contractor shall establish a record of the property as required by FAR 45.5 and 1845.5 and furnish to the Industrial Property Officer a DD Form 1149 Requisition and Invoice/Shipping Document (or installation equivalent) to transfer accountability to the Government within 5 working days after receipt of the property by the contractor. The contractor is accountable for all contractor-acquired property until the property is transferred to the Government's accountability.

(iv) Contractor use of Government property at an off-site location and off-site subcontractor use require advance approval of the contracting officer and notification of the SEMO. The contractor shall assume accountability and financial reporting responsibility for such property. The contractor shall establish records and property control procedures and maintain the property in accordance with the requirements of FAR Part 45.5 until its return to the installation.

(2) After transfer of accountability to the Government, the contractor shall continue to maintain such internal records as are necessary to execute the user responsibilities identified in paragraph (a) and document the acquisition, billing, and disposition of the property. These records and supporting documentation shall be made available, upon request, to the and any other authorized representatives of the contracting officer.

3) The contractor shall not utilize the installation's central receiving facility for receipt of Contractor-acquired property. However, the Contractor shall provide listings suitable for establishing accountable records of all such property received, on a quarterly basis, to the Contracting Officer and the SEMO.

G.7 LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (NFS 1852.245-77) (JUL 1997) (LeRC MODIFICATION) (AUG 1997)

In accordance with the Installation-Accountable Government Property clause of this contract, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, while on-site at the NASA installation.

(a) Office space, work area space, and utilities. The Contractor shall use Government telephones for official purposes only. Pay telephone stations are available for the convenience and use of employees in making unofficial calls, both local and long distance.

(b) General- and special-purpose equipment, including office furniture.

(1) Equipment to be made available to the Contractor for use in performance of this contract on-site and at such other locations as approved by the Contracting Officer is listed in Attachment B. The Government retains accountability for this property under the Installation-Accountable Government Property clause, regardless of its authorized location.

(2) If the Contractor acquires property as a direct cost under this contract, this property also shall become accountable to the Government upon its entry into the NASA Equipment Management System (NEMS) in accordance with the property reporting requirements of this contract.

(3) The Contractor shall not bring on-site for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.

(c) Supplies from stores stock.

(d) Publications and blank forms stocked by the installation.

(e) Computer time and storage to be made available to the Contractor for use in performance of this contract is identified on Attachment __("not applicable")__. An identification number and all necessary operating and access instructions for the provided system(s) will be supplied to the Contractor within __("not applicable")__ calendar days after the effective date of the contract. Questions concerning use or access of these system(s) should be directed to the NASA Project Manager.

(f) Safety and fire protection for Contractor personnel and facilities.

(g) Installation service facilities: _____ "None" _____.

(h) Fitness Center facilities under the following conditions:

(i) Applications shall be submitted to, and shall be processed by, the support service contractor currently operating the Fitness Center for the Government.

(ii) The procedure for receiving and processing applications, obtaining a medical authorization from a licensed physician, and selection of applicants for participation will be similar to the procedure for Government employees.

(iii) All individuals applying for participation shall sign a statement waiving the Government from any liability for personal injury during participation in Fitness Center activities.

(i) Emergency medical treatment for Contractor personnel injuries or illnesses sustained during on-site duty. In all instances of severe injury, or sudden life threatening illness (e.g. heart attack), the Emergency Medical Technician Squad shall be summoned immediately, by dialing

911. Referrals to tertiary care centers and for private physicians will be made in cases requiring long term follow-up, or when specific services required are unavailable on-site.

(j) Cafeteria privileges for Contractor employees during normal operating hours.

(k) Building maintenance for facilities occupied by Contractor personnel.

(l) Moving and hauling for office moves, movement of large equipment, and delivery of supplies. Moving services shall be provided on-site, as approved by the Contracting Officer.

(m) The user responsibilities of the Contractor are defined in paragraph (a) of the Installation-Accountable Government Property clause.

G.8 FACILITIES ACQUISITION AND REPLACEMENT

(a) In accordance with FAR 45.302-1, the Contractor shall furnish all facilities required for performing this contract except as provided in Attachment B of the contract. The Contractor shall notify the Contracting Officer when any item of the facilities described in the contract is either obsolete or no longer economically repairable. This notification shall include either a proposal for Contractor replacement or a statement that the need for the item no longer exists.

(b) Replacement shall be made in accordance with the policy at FAR 45.302-1.

(c) Contractor replacement of facilities which were provided by the Government shall be made at company expense, i.e., as indirect charges, at the end of their useful lives.

(d) The government will identify any of the information technology items provided under clause G.7 which the government will provide to the contractor under the government's ODIN (Outsourcing Desktop Initiative for NASA) contract. Once those items have been identified, the Contractor shall develop and submit to the government an estimate, by task group by contract year, of the replacement cost for the remaining existing government-provided facilities. The parties will then negotiate an adjustment to the target costs to include the cost of contractor replacement of such facilities.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.223-5	APR 1998	POLLUTION PREVENTION AND RIGHT- TO-KNOW INFORMATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.223-70	MAR 1997	SAFETY AND HEALTH
1852.223-74	MAR 1996	DRUG- AND ALCOHOL-FREE WORKFORCE
1852.242-72	AUG 1992	OBSERVANCE OF LEGAL HOLIDAYS (ALTERNATE I (SEP 1989) and ALTERNATE II (SEP 1989))
1852.246-70	MAR 1997	MISSION CRITICAL SPACE SYSTEMS PERSONNEL RELIABILITY PROGRAM

H.2 SECURITY CLASSIFICATION REQUIREMENTS (NFS 1852.204-75) (SEP 1989)

Performance under this contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of Secret. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification, Attachment D.

H.3 RESTRICTIONS ON PRINTING AND DUPLICATING (NFS 1852.208-81) (AUG 1993)

(a) The Contractor shall reproduce any documentation required by this contract in accordance with the provisions of the Government Printing and Binding Regulations, No. 26, Pub 101-9, U.S. Government Printing Office, Washington, DC 20402, published by the Joint Committee on Printing, U.S. Congress.

(b) The Contractor shall not perform, or procure from any commercial source, any printing in connection with the performance of work under this contract. The term "printing" includes the processes of composition, platemaking, presswork, silk screen processes, binding, microform, and the end items of such processes and equipment.

(c) "Duplicating/copying" is not considered to be printing. It is material produced by duplicating equipment employing the lithographic process and automatic copy-processing or copier- duplicating machines employing electrostatic, thermal, or other copying processes not requiring the use of negatives or metal plates. The Contractor is authorized to duplicate production units provided the requirement does not exceed 5,000 production units of any one page or 25,000 units in the aggregate of multiple pages.

Such plates may not exceed a maximum image size of 10-3/4 by 14- 1/4 inches. A "production unit" is on a sheet, size 8-1/2 x 11 inches (215 x 280 mm), one side only, and one color ink.

(d) This clause does not preclude writing, editing, preparation of manuscript copy, or preparation of related illustrative material as a part of this contract, or administrative duplicating/copying (for example; necessary forms and instructional materials used by the Contractor to respond to the terms of the contract).

(e) Costs associated with printing or duplicating/copying in excess of the limits set forth above are unallowable without prior written approval of the Contracting Officer. If the Contractor has reason to believe that any activity required in fulfillment of the contract will necessitate any printing or substantial duplicating/copying, it immediately shall provide written notice to the Contracting Officer and request approval prior to proceeding with the activity. Requests will be processed by the Contracting Officer in accordance with the provisions of the Government Printing and Binding Regulations and NFS 18-8.802.

(f) The Contractor shall include in each subcontract which may involve a requirement for any printing and/or any duplicating/copying in excess of the limits specified in paragraph (c) of this clause, a provision substantially the same as this clause, including this paragraph (f).

H.4 MINIMUM INSURANCE COVERAGE (NFS 1852.228-75) (OCT 1988)

The Contractor shall obtain and maintain insurance coverage as follows for the performance of this contract:

(a) Worker's compensation and employer's liability insurance as required by applicable Federal and state workers' compensation and occupational disease statutes. If occupational diseases are not compensable under those statutes, they shall be covered under the employer's liability section of the insurance policy, except when contract operations are so commingled with the Contractor's commercial operations that it would not be practical. The employer's liability coverage shall be at least \$100,000, except in States with exclusive or monopolistic funds that do not permit workers' compensation to be written by private carriers.

(b) Comprehensive general (bodily injury) liability insurance of at least \$500,000 per occurrence.

(c) Motor vehicle liability insurance written on the comprehensive form of policy which provides for bodily injury and property damage liability covering the operation of all motor vehicles used in connection with performing the contract. Policies covering motor vehicles operated in the United States shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury liability and \$20,000 per occurrence for property

damage. The amount of liability coverage on other policies shall be commensurate with any legal requirements of the locality and sufficient to meet normal and customary claims.

(d) Comprehensive general and motor vehicle liability policies shall contain a provision worded as follows:

"The insurance company waives any right of subrogation against the United States of America which may arise by reason of any payment under the policy."

(e) When aircraft are used in connection with performing the contract, aircraft public and passenger liability insurance of at least \$200,000 per person and \$500,000 per occurrence for bodily injury, other than passenger liability, and \$200,000 per occurrence for property damage. Coverage for passenger liability bodily injury shall be at least \$200,000 multiplied by the number of seats or passengers, whichever is greater.

H.5 SECURITY REQUIREMENTS FOR UNCLASSIFIED AUTOMATED INFORMATION RESOURCES (NFS 1852.204-76) (JUL 1977) (LeRC MODIFICATION) (JAN 1997)

(a) The Contractor shall comply with the requirements outlined in the current NASA Policy directive 2810.1, NASA Procedures and Guidance 2810.1 and OHM A-130, Appendix III incorporated herein by reference. Copies may be obtained from the Lewis Security Management Office (M.S. 21-5).

(b) In addition to complying with any functional and technical security requirements set forth in the schedule and clauses of this contract, the contractor shall obtain special identification, as required by the Program Manager or the Functional Organization Computer Security Official, for its personnel who need unescorted or unsupervised physical or electronic access to the following limited or controlled areas, systems, programs and/or data:

___TDB___[List areas, systems, programs and/or data]_____

The Lewis Computer Security Manager will coordinate NASA Security policy and guidelines applicable to each contractor through the appropriate Project Computer Security personnel.

(c) The Contractor's employees may be required to sign a computer access user agreement before they are granted access to such areas, systems, programs and/or data. It is the responsibility of the Contractor to ensure that its employees sign the required access to the systems for any period exceeding six months, the Contractor shall ensure that their employee promptly sign the appropriate access termination statement, and that the employee promptly returns all access codes, cards, devices, identification codes, and passwords to the appropriate Government personnel.

(d) The Contractor shall ensure that all employees granted access to Federal computer systems receive annual training in computer security. Any course materials and/or instructors, if necessary, will be provided by the Government. Scheduling and administration of the training shall be arranged by the Contractor and coordinated through the appropriate Program Computer Security personnel. The Contractor shall provide a statement to the Lewis Center Computer

Security Manager (CCSM) not less than annually that the training has been conducted for all employees with access to Federal Automated Information Resources.

(e) Any breach of this clause or the contract shall be promptly reported to the Contracting Officer.

(f) The Contractor shall incorporate this clause in all subcontracts where the requirements identified in this clause are applicable to the performance of the subcontract.

H.6 CONTRACTORS' DUTIES AND RESPONSIBILITIES ON-SITE (LeRC 52.209-90) (AUG 1998)

I. BADGES

All Contractor personnel having a need to enter areas of the Lewis Research Center or Plum Brook Station shall have an identification badge or pass. This badge or pass shall be obtained at the entrance of the Lewis Research Center or Plum Brook Station. In addition to the requirements contained herein, the Contractor shall comply with LeRC management instruction LMI 1900.3, Managing Conduct Issues Affecting the Center, incorporated herein by reference and made a part hereof.

Resident Contractors (picture badged employees)

1. The on-site company supervisor will notify the Main Gate Badge Clerk at PABX 3-2206 when a new employee is reporting to work. The Badge Clerk will give the company supervisor specific instructions as to how the new employee will be badged, photographed, fingerprinted, etc.
2. When an employee terminates and/or resigns employment, the company supervisor will issue to the employee NASA Form C-10087, Non-NASA Separation Clearance Record. The company supervisor or his designee will be responsible for making an inquiry of all offices listed on the form to see if the employee has any outstanding Government items. The employee will then take this form to all offices that list he/she has outstanding items. The employee's last stop is for the return of their Government issued I.D. badge.
3. Company supervisors are to ensure that the terminated and/or resigned employee has returned his/her badge to the Main Gate Badge Clerk. Final clearance of a Contractor upon completion of a contract will depend in part upon accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, U.S. Code.

Non-Resident Contractors (non-picture badged employees)

1. The Contractor's on-site supervisor shall comply with the Badge and Property Regulations (NASA Form C-421) a copy of which will be given the Contractor's supervisors at the time of the Construction Site Showing. The Badge and Property Regulations are quoted below:

A. The following regulations have been adopted governing the control of Contractor's Badges at the Lewis Research Center.

1. Ensure that each company employee is in possession of NASA Form C-9975 prior to reporting to work for badging purposes. Employees not in possession of the above mentioned form will be delayed at the gate until such time as the company supervisor/foreman or his representative reports to the Main Gate with the appropriate paperwork for badging.
2. Report lost badges immediately.
3. Upon termination of duties, each employee's badge will be collected and returned to the Main Gate Sergeant by the Contractor supervisor/foreman. Final clearance of a Contractor upon completion of a contract will depend in part upon the accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, U.S. Code.

II. NASA-OWNED PROPERTY

1. The term "NASA-Owned Property" refers to all controlled (tagged) and non-tagged equipment, library property, security badges, computer passwords and other property furnished by the Government during the course of the contract.
2. The Contractor shall ensure that all NASA-Owned property issued to its employees is returned and in satisfactory condition upon termination of an employee's duties. In cases where accountability for the property is transferred from one employee to another, the NASA Equipment Management System (NEMS) Control office of the Logistics Management Division must be notified. At the completion of the Government contract, all property will be returned, and the contract value will be adjusted for any property not accounted for.
3. When access to Federal computer systems has been granted, the Contractor shall ensure that its employees comply with the clause of the contract entitled "SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION RESOURCES (NFS 18-52.204-76) LeRC MODIFICATION (JAN 1997)".

III. EMERGENCIES

1. The Contractor shall ensure that its employees are informed that Emergency, Fire, Medical, Safety, and Security assistance can be summoned by Dialing "911" on the Center's PABX telephone system. Emergencies are defined as incidents involving serious personal injury or damage that causes a possible hazardous condition, or any incidents that require immediate attention of the Plant Protection Department or Security. All other medical treatment is the responsibility of the Contractor.
2. For incidents not classified as an emergency, contractor personnel shall be instructed to immediately notify the Contracting Officer's Technical Representative (COTR), at PABX 3-3048 (rather than dialing "911"), in the event of an accident involving either personal injury or damage to property whether public or private, including damage to motor vehicles. They shall cooperate

fully with the Government Accident Investigator and the Center Accident Investigation Board. This cooperation shall include interviews at the accident site and/or at a Board meeting.

3. The Chairman of the appropriate Accident Investigation Board will notify the Contractor through the COTR as to the date and time and location of the Board meeting. The Board meetings will be held between the hours of 8:15 a.m. and 4:45 p.m. regular work days Monday through Friday.
4. For Contractor duties where continuous manning of posts is mandatory during a work shift, the Contractor shall provide substitute personnel as required for manning these posts during the meeting of the Accident Investigation Boards.

IV. TRAFFIC

1. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all posted traffic signs, signals and instructions of personnel assigned for traffic control and parking purposes and with the provisions of NPD 1600.2 and NHB 1620.3 incorporated herein by reference and made a part hereof.
2. The Government reserves the right to bar from the Lewis Research Center any Contractor employee who has failed to comply with such signs, signals, instructions and the provisions of NPD 1600.2 and NHB 1620.3. The period of the bar shall be as determined appropriate by the Contracting Officer subject to the provisions of NPD 1600.2 and NHB 1620.3. The Contracting Officer will notify the Contractor in writing, setting forth the name(s) of the affected employee(s) and the time period(s) of the bar(s). No action by the Government in barring any Contractor employee from the Lewis Research Center shall be the basis for any claim whatever by the Contractor under this contract, nor shall it excuse the Contractor from complying with any provision of this contract.

V. ON-SITE STANDARDS OF CONDUCT

1. The Contractor's entry onto the Center shall be pursuant to fulfilling its contractual obligations, and any related activities thereto. Contractor personnel gaining access to Lewis facilities are required to certify that they meet the minimum ethical standards for entry onto a Government facility. Falsification of this certification could lead to criminal prosecution.
2. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all applicable Federal and State statutes and regulations, NASA policy and guidance documents, Lewis policy and guidance documents, and other regulations pertaining to personal conduct while on-site. Any conduct prejudicial to the efficient operation of the Center shall be cause for removal from the Center.

VI. PROHIBITION OF FIREARMS

Firearms or weapons of any kind are strictly prohibited at the Lewis Research Center.

VII. SECURITY INCIDENTS

Theft of Property, Bomb threats, malicious damage and any other threat or violent situations shall be immediately reported to the Security Office.

VIII. PROPERTY PASSES

A Property Pass (NASA Form C-702) is required for the removal of all Contractor owned property and equipment and must be presented to the gate guard upon exit. This form can be obtained from the COTR (or designee) or the Lewis employee responsible for the Contractor's presence at the Center. This form must contain a complete description of the material/equipment being removed and should be signed by the authorized Government employee. Material relating to a specific contract or purchase order must be identified by insertion of the appropriate contract/purchase order number on the pass by the COTR or designee.

IX. AFTER-HOUR ACCESS

During normal working hours, 7:00 a.m. to 5:30 p.m. Monday through Friday, the guards at the gates will permit your entrance and departure. At any other time (other than normal hours), advance clearance is required, and may be obtained through the Lewis/Plum Brook COTR or Inspector who will then make the request to the Main Gate Sergeant PABX 3-2204 at Lewis and 3-3221 at Plum Brook. After-hour clearances as approved by the COTR Inspector are certification to the guards as authority for admittance of a contractor during off hours, including Saturdays, Sundays, and Holidays.

H.7 DETERMINATIONS OF WAGE REASONABLENESS DURING CONTRACT PERFORMANCE AND PRIOR TO EXERCISE OF OPTIONS (LeRC 52.215-112) (SEP 1992)

- (a) The contractor is required to notify the Government at any time during the performance of this contract when a general wage increase is contemplated for any groups of their employees.
- (b) Prior to any preliminary notice of the Government's intent to exercise an option, the Government will request that the Contractor make an assessment of the wages anticipated to be paid during the option period, against the recent versions of the same surveys used in the preparation of the original proposal. Wages to be paid in excess of those anticipated during the negotiation of the original contract shall be identified and explained in writing to the contract specialist.

H.8 (LERC 52.223-93) SAFETY AND HEALTH REPORTING REQUIREMENTS (MAR 1990)

Pursuant to the "SAFETY AND HEALTH (NFS 18-52.223-70)" clause of this contract, the following listed topics shall be reported to the Contracting Officer, or designee: Deliver to

- | | |
|---|--|
| (a) Accidents, incidents, or exposure resulting in fatality, lost-time, occupational disease, contamination of property, and property loss of \$25,000 or more. | COTR and the
Office of Mission Safety and Assurance

Copies 1 each. |
| (b) Mishaps shall be reported and recorded in accordance with applicable OSHA regulations on NASA Form 1627, NASA Mishap Report. | COTR |
| (c) Corrective action(s) taken as a result of safety infractions as reported on Safety and Health Inspection Report, NASA-C-151a. | COTR |

H.9 YEAR 2000 COMPLIANCE (LeRC 52.239-90) (MAY 1998)

(a) Definition: "Year 2000 compliant", as used in this clause, means that the information technology (hardware, software and firmware, including embedded systems or any other electro-mechanical or processor-based systems used in accordance with its associated documentation) accurately processes date and date-related data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology, used in combination with the information technology being acquired, properly exchanges date and date-related data with it.

(b) Any information technology provided, operated and/or maintained under this contract is required to be Year 2000 compliant. To ensure this result, the Contractor shall provide documentation describing how the IT items or services demonstrate Year 2000 compliance, consisting of standard product literature or test reports for commercial items. The Contractor warrants that any IT items or services provided under this contract that involve the processing of date and date-related data are Year 2000 compliant. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system.

(d) The remedies available under this warranty shall include repair or replacement, at no additional cost to the Government, of any provided items or services whose non-compliance is discovered and made known to the Contractor in writing within 90 days after acceptance. In addition, all other the terms and limitations of the Contractor's standard commercial warranty or warranties shall be available to the Government for the IT items or services acquired under this contract. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

H.10 TASK ORDERING PROCEDURE (1852.216-80) (OCTOBER 1996)

(a) Only the Contracting Officer may issue task orders to the Contractor, providing specific authorization or direction to perform work within the scope of the contract and as specified in the schedule. The Contractor may incur costs under this contract in performance of task orders and task order modifications issued in accordance with this clause. No other costs are authorized unless otherwise specified in the contract or expressly authorized by the Contracting Officer.

(b) Prior to issuing a task order, the Contracting Officer shall provide the Contractor with the following data:

- (1) A functional description of the work identifying the objectives or results desired from the contemplated task order.
- (2) Proposed performance standards to be used as criteria for determining whether the work requirements have been met.
- (3) A request for a task plan from the Contractor to include the technical approach, period of performance, appropriate cost information, and any other information required to determine the reasonableness of the Contractor's proposal.

(c) Within five (5) business days after receipt of the Contracting Officer's request, the Contractor shall submit a task plan conforming to the request.

(d) After review and any necessary discussions, the Contracting Officer may issue a task order to the Contractor containing, as a minimum, the following:

- (1) Date of the order;
- (2) Contract number and order number;
- (3) Functional description of the work identifying the objectives or results desired from the task order, including special instructions or other information necessary for performance of the task;
- (4) Performance standards, and where appropriate, quality assurance standards;
- (5) Maximum dollar amount authorized (cost and fee or price). This includes allocation of award fee among award fee periods, if applicable;
- (6) Any other resources (travel, materials, equipment, facilities, etc.) authorized;
- (7) Delivery/performance schedule including start and end dates; and
- (8) If contract funding is by individual task order, accounting and appropriation data.

(e) The Contractor shall provide acknowledgment of receipt to the Contracting Officer within three (3) business days after receipt of the task order.

(f) If time constraints do not permit issuance of a fully defined task order in accordance with the procedures described in paragraphs (a) through (d), a task order which includes a ceiling price may be issued.

(g) The Contracting Officer may amend tasks in the same manner in which they were issued.

(h) In the event of a conflict between the requirements of the task order and the Contractor's approved task plan, the task order shall prevail.

H.11 EQUITABLE ADJUSTMENT FOR REQUIRED WAGE INCREASES

(a) The target costs of this contract will be adjusted to reflect increases or decreases by the Contractor in wages and fringe benefits to the extent that these increases or decreases are made to comply with an increased or decreased wage determination applied to this contract by operation of law. Any such adjustment will be limited to increases or decreases in wages and fringe benefits, the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance. It shall not otherwise include any amount for unrelated overhead or other direct costs. The target fees will be adjusted by applying the initially-proposed rates to the negotiated adjustments to the target costs.

(b) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after the effective date of the wage change, unless this period is extended, in writing, by the Contracting Officer. The notice shall contain a statement of the amount claimed and any relevant supporting data that the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price or contract unit price labor rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment and its effective date.

H.12 GOVERNMENT-SPECIFIED COSTS

For purposes of cost reporting and determination of cost incentive fee, certain specific elements of cost are categorized as "government-specified." In addition to the cost elements listed in Clause B.2, paragraph b., the following costs will also be considered "government-specified:"

- a. specific services or supplies listed in Attachment Y which are provided via subcontract
- b. any additional subcontracted supplies or services which are specifically approved by the government
- c. any overtime, training, or travel specifically approved by the government

PART II - CONTRACT CLAUSES

SECTION I - CONTRACT CLAUSES

I.1 LISTING OF CLAUSES INCORPORATED BY REFERENCE

NOTICE: The following contract clauses pertinent to this section are hereby incorporated by reference:

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.202-1	OCT 1995	DEFINITIONS
52.203-3	APR 1984	GRATUITIES
52.203-5	APR 1984	COVENANT AGAINST CONTINGENT FEES
52.203-6	JUL 1995	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT
52.203-7	JUL 1995	ANTI-KICKBACK PROCEDURES
52.203-8	JAN 1997	CANCELLATION, RESCISSION AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-10	JAN 1997	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-12	JAN 1990	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS
52.204-2	AUG 1996	SECURITY REQUIREMENTS
52.204-4	JUN 1996	PRINTING/COPYING DOUBLE-SIDED ON RECYCLED PAPER
52.209-6	JUL 1995	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT
52.215-2	AUG 1996	AUDIT AND RECORDS--NEGOTIATION
52.215-2	AUG 1996	AUDIT AND RECORDS--NEGOTIATION (ALTERNATE III) (JAN 1997)
52.215-8	OCT 1997	ORDER OF PRECEDENCE - UNIFORM CONTRACT FORMAT
52.215-9	OCT 1997	CHANGES OR ADDITIONS TO MAKE-OR-BUY PROGRAM
52.215-9	OCT 1997	CHANGES OR ADDITIONS TO MAKE-OR-BUY PROGRAM (ALTERNATE II) (OCT 1997)
52.215-10	OCT 1997	PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA
52.215-11	OCT 1997	PRICE REDUCTION FOR DEFECTIVE COST OR PRICING DATA-- MODIFICATIONS

52.215-12 OCT 1997	SUBCONTRACTOR COST OR PRICING DATA
52.215-13 OCT 1997	SUBCONTRACTOR COST OR PRICING DATA -
	MODIFICATIONS
52.215-17 OCT 1997	WAIVER OF FACILITIES CAPITAL COST OF MONEY
52.215-21 OCT 1997	REQUIREMENTS FOR COST OR PRICING DATA OR
	INFORMATION OTHER THAN COST OR PRICING
	DATA -- MODIFICATIONS
52.216-7 APR 1998	ALLOWABLE COST AND PAYMENT
52.216-10 MAR 1997	INCENTIVE FEE
52.217-9 MAR 1989	OPTION TO EXTEND THE TERM OF THE CONTRACT
	Insert "30 days before the contract expires" and "5 years" in
	paragraphs (a) and (c), respectively.
52.219-6 JUL 1996	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE
52.219-8 JUN 1997	UTILIZATION OF SMALL, SMALL DISADVANTAGED,
	AND WOMEN-OWNED SMALL BUSINESS CONCERNS
52.219-9 AUG 1998	SMALL, SMALL DISADVANTAGED AND WOMEN-
	OWNED SMALL BUSINESS SUBCONTRACTING PLAN
	(ALTERNATE II) (MAR 1996)
52.219-16 AUG 1998	LIQUIDATED DAMAGES SUBCONTRACTING PLAN
52.219-23 OCT 1998	NOTICE OF PRICE EVALUATION ADJUSTMENT FOR
	SMALL DISADVANTAGED BUSINESS CONCERNS
52.222-1 FEB 1997	NOTICE TO THE GOVERNMENT OF LABOR
	DISPUTES
52.222-3 AUG 1996	CONVICT LABOR
52.222-4 JUL 1995	CONTRACT WORK HOURS AND SAFETY
	STANDARDS ACT
52.222-26 APR 1984	EQUAL OPPORTUNITY
52.222-35 APR 1998	AFFIRMATIVE ACTION FOR DISABLED VETERANS
	AND VETERANS OF THE VIETNAM ERA
52.222-36 JUN 1998	AFFIRMATIVE ACTION FOR WORKERS WITH
	DISABILITIES
52.222-37 APR 1998	EMPLOYMENT REPORTS ON DISABLED VETERANS
	AND VETERANS OF THE VIETNAM ERA
52.222-41 MAY 1989	SERVICE CONTRACT ACT OF 1965, AS AMENDED
52.222-42 MAY 1989	STATEMENT OF EQUIVALENT RATES FOR FEDERAL
	HIRES
52.222-47 MAY 1989	SERVICE CONTRACT ACT (SCA) MINIMUM WAGES
	AND FRINGE BENEFITS Cortez III Service Corporation
	is the incumbent contractor. The International Brotherhood
	of Teamsters, Local #293, is the labor union.
52.223-2 APR 1984	CLEAN AIR AND WATER
52.223-3 JAN 1997	HAZARDOUS MATERIAL IDENTIFICATION AND
	MATERIAL SAFETY DATA (ALTERNATE I) (JUL 1995)
	Insert "None" in paragraph (b).
52.223-6 JAN 1997	DRUG-FREE WORKPLACE
52.225-11 AUG 1998	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES
52.226-1 SEP 1996	UTILIZATION OF INDIAN ORGANIZATIONS AND
	INDIAN-OWNED ECONOMIC ENTERPRISES
52.227-1 JUL 1995	AUTHORIZATION AND CONSENT

52.227-2	AUG 1996	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT
52.227-3	APR 1984	PATENT INDEMNITY
52.227-14	JUN 1987	RIGHTS IN DATA--GENERAL As modified by 1852.227-14 NASA FAR Supplement (OCT 1995)
52.228-7	MAR 1996	INSURANCE--LIABILITY TO THIRD PERSONS
52.232-9	APR 1984	LIMITATION ON WITHHOLDING OF PAYMENTS
52.232-17	JUN 1996	INTEREST
52.232-18	APR 1984	AVAILABILITY OF FUNDS
52.232-22	APR 1984	LIMITATION OF FUNDS
52.232-23	JAN 1986	ASSIGNMENT OF CLAIMS
52.232-24	JAN 1986	PROHIBITION OF ASSIGNMENT OF CLAIMS
52.232-25	JUN 1997	PROMPT PAYMENT
52.232-33	AUG 1996	MANDATORY INFORMATION FOR ELECTRONIC FUNDS TRANSFER PAYMENT
52.232-34	AUG 1996	OPTIONAL INFORMATION FOR ELECTRONIC FUNDS TRANSFER PAYMENT
52.233-1	OCT 1995	DISPUTES (ALTERNATE I) (DEC 1991)
52.233-3	AUG 1996	PROTEST AFTER AWARD (ALTERNATE I) (JUN 1985)
52.237-2	APR 1984	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION
52.237-3	JAN 1991	CONTINUITY OF SERVICES
52.239-1	AUG 1996	PRIVACY OR SECURITY SAFEGUARDS
52.242-1	APR 1984	NOTICE OF INTENT TO DISALLOW COSTS
52.242-3	OCT 1995	PENALTIES FOR UNALLOWABLE COSTS
52.242-4	JAN 1997	CERTIFICATION OF FINAL INDIRECT COSTS
52.242-13	JUL 1995	BANKRUPTCY
52.243-2	AUG 1987	CHANGES--COST-REIMBURSEMENT (ALTERNATE II) (APR 1984)
52.244-2	AUG 1998	SUBCONTRACTS (ALTERNATE I) (AUG 1998)
52.244-5	DEC 1996	COMPETITION IN SUBCONTRACTING
52.244-6	APR 1998	SUBCONTRACTS FOR COMMERCIAL ITEMS AND COMMERCIAL COMPONENTS
52.245-5	JAN 1986	GOVERNMENT PROPERTY (COST-REIMBURSEMENT, TIME-AND-MATERIAL, OR LABOR-HOUR CONTRACTS)
52.246-25	FEB 1997	LIMITATION OF LIABILITY-- SERVICES
52.247-1	APR 1984	COMMERCIAL BILL OF LADING NOTATIONS
52.247-64	JUN 1997	PREFERENCE FOR PRIVATELY OWNED U.S.-FLAG COMMERCIAL VESSELS
52.248-1	MAR 1989	VALUE ENGINEERING
52.249-6	SEP 1996	TERMINATION (COST-REIMBURSEMENT)
52.249-14	APR 1984	EXCUSABLE DELAYS
52.251-1	APR 1984	GOVERNMENT SUPPLY SOURCES
52.251-2	JAN 1991	INTERAGENCY FLEET MANAGEMENT SYSTEM
52.253-1	JAN 1991	VEHICLES AND RELATED SERVICES
		COMPUTER GENERATED FORMS

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.216-76	MAR 1998	AWARD FEE FOR SERVICE CONTRACTS Insert 1) "the Award Fee Evaluation Plan established for this contract," 2) "government," 3) "issuance of a unilateral modification by the Contracting Officer," 4) "Clause B.2, 50% in each 6-month period" 5) "will not, and " 6) "will not."
1852.215-84	OCT 1996	OMBUDSMAN Insert "Dr. Julian M. Earls", "(216) 433- 3014", "Tom Luedtke" and "(202) 358-2090".
1852.216-89	JUL 1997	ASSIGNMENT AND RELEASE FORMS
1852.219-74	SEP 1990	USE OF RURAL AREA SMALL BUSINESSES
1852.219-76	JUL 1997	NASA 8 PERCENT GOAL
1852.237-70	DEC 1988	EMERGENCY EVACUATION PROCEDURES
1852.243-71	MAR 1997	SHARED SAVINGS

I.2 APPROVAL OF CONTRACT (FAR 52.204-1) (DEC 1989)

This contract is subject to the written approval of the Procurement Officer and shall not be binding until so approved.

I.3 EQUAL OPPORTUNITY PREAWARD CLEARANCE OF SUBCONTRACTS (FAR 52.222-28) (APR 1984) (DEVIATION) (" \$1 million" is revised to read "\$10 million".)

Notwithstanding the clause of this contract entitled "Subcontracts," the Contractor shall not enter into a first-tier subcontract for an estimated or actual amount of \$10 million or more without obtaining in writing from the Contracting Officer a clearance that the proposed subcontractor is in compliance with equal opportunity requirements and therefore is eligible for award.

I.4 (reserved)

I.5 CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

_____ <http://www.arnet.gov/far/> _____
 _____ <http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm> _____

I.6 AUTHORIZED DEVIATIONS IN CLAUSES (FAR 52.252-6) (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any NASA FAR Supplement (48 CFR Chapter clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

I.7 EQUIVALENT GOVERNMENT WAGE RATES

The information below supplements clause 52.222-42, "STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES," incorporated by reference in Clause I.1.I

EQUIVALENT FEDERAL **CLASSES OF SERVICE EMPLOYEES HOURLY WAGE RATE**

ADMINISTRATIVE SUPPORT - CLERICAL OPERATIONS

Accounting Clerk II	\$6.82
Accounting Clerk III	\$7.74
Duplicating Machine Operator/File Clerk	\$7.44
File Clerk	\$7.44
Film/Tape Librarian	\$8.35
Key Entry Operator	\$6.82
Payroll Clerk	\$8.35
Personnel Assistant IV	\$8.35
Secretary I	\$8.35
Secretary II	\$9.34
Secretary III	\$10.41
Secretary V	\$11.57
Supply Technician	\$11.57
Typist II	\$7.44
Word Processor I	\$7.44
Word Processor II	\$8.35

AUTOMATED DATA PROCESSING OCCUPATIONS

Computer Operator I	\$8.35
Computer Operator II	\$9.34
Computer Operator III	\$10.41
Computer Systems Analyst I	\$14.16
Peripheral Equipment Operator	\$8.35

INFORMATION AND ARTS OCCUPATIONS

Audiovisual Librarian Technician	\$11.57
Exhibits Specialist I	\$9.34
Exhibits Specialist II	\$11.57
Exhibits Specialist III	\$14.16
Illustrator I	\$9.34
Illustrator II	\$11.57
Illustrator III	\$14.16
Library Technician	\$9.34

Photographer I	\$8.35
Photographer II	\$9.34
Photographer III	\$11.57

MECHANICS AND MAINTENANCE AND REPAIR OCCUPATIONS

Electronics Technician, Maintenance I	\$15.00
Electronics Technician, Maintenance II	\$15.59
Electronics Technician, Maintenance III	\$16.12

TECHNICAL OCCUPATIONS

Drafter IV	\$11.57
Technical Writer	\$17.13
Paralegal/Legal Assistant I	\$7.65
Pressman	\$13.14
Technical Info. Spec. I	\$10.81
Technical Info. Spec. II	\$13.22

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<u>Logistics III</u> (Bus Driver, Warehouseman, Tool Crib Attendant)	\$12.58
<u>Logistics IV</u> (Buyer, Equipment Accountability Clerk, Instrument Pool, Property Clerk, Property Custodian, Excess Sales Clerk)	\$12.58
<u>Logistics V</u> (Central Distribution Center, Hold Storage, Freight Traffic Clerk, Disposal Warehouseman)	\$13.10
<u>Logistics VI</u> (Rigger/Mover)	\$13.69
<u>Logistics VII</u> (Dockman, Shipper-Freight Traffic, Shipper-Chemical Storage Facility, Computer Specialist)	\$15.29
<u>Logistics VIII</u> (Fuel Distribution, Diesel/Automotive Mechanic)	\$16.70

PART III - LIST OF DOCUMENTS, EXHIBITS
AND OTHER ATTACHMENTS

SECTION J - LIST OF ATTACHMENTS

J.1 DOCUMENT DISTRIBUTION REQUIREMENTS (LeRC 52.227-104) (OCT 1992)

(a) Unless specified elsewhere in this contract, reports and other documentation shall be submitted prepaid to the recipients specified below, addresses as follows:

National Aeronautics and Space Administration
Lewis Research Center
Attn: Mark W. Manthey, Mail Stop 500-312
21000 Brookpark Road
Cleveland, OH 44135

Contract: NAS3-99179

(b) The following list designates the recipients of reports and other documentation which may be required to be delivered to the Lewis Research Center by the Contractor:

	<u>Monthly Technical Narrative Reports</u>	<u>NASA Form 533M</u>
1. Services & Construction Branch MS 500-312	1	1
2. Financial Management Division MS 500-303		1
3. Technology Utilization Office MS 7-3	1	
4. NASA Contracting Officer's Technical Representative MS 21-9	10	2
5. Institutional Program Support Office MS 500-320	1	1

J.2 LIST OF ATTACHMENTS

<u>Attachment</u>	<u>Description</u>
A	Performance Requirements Summary
B	Lists (2) of Installation-Accountable Government Property
C	Security Clearances
D	NASA DD Form 254 – “Contract Security Classification Specification”
E	Index of Reference Documents
F	Wage Determination No. 94-2416 (Revision 10), Wage Determination No. 91-658 (Revision 6), and the Collective Bargaining Agreement
G	(Reserved)
H	533 Formats
I	Acronyms
J	(Reserved)
K	Office Space
L	Government Vehicles
M	(Reserved)
N	Burn Rate Analysis
O	Staffing Reports
P	(Reserved)
Q	(Reserved)
R	Logistics & Technical Information Division (LTID) Metrics
S	Example Performance Standards
T	Example Detailed Performance Measurement
U	Sample Forms
V	Instrument Pool Holdings

W	LTID Information Systems
X	(Reserved)
Y	Government-specified Costs - Subcontract Supplies & Services

SECTION J**Attachment A****Performance Requirements Summary**

The Performance Requirements Summary is an outline of the performance standards contained in the Statement of Work. Each performance standard also reflects the value of that performance standard to the entire task (Weight per Task), the minimum Acceptable Quality Level (AQL) for each work requirement and the required Standard Performance Level (SPL).

Definition of these columns is as follows:

WBS No (column 1) is the numbering system which correlates with the Work Breakdown Structure (WBS) task number in Section C, Statement of Work.

Contract Requirements (column 2) represent specific tasks which are performed under the contract. Tasks are detailed to the extent required to define the work to be performed.

Performance Standards (column 3) are associated with each particular contract requirement. Work requirements are specified in terms of the quality of the work, schedule for performance, and the preparation of documentation associated with each task. These standards are directly traceable to the associated subparagraphs (c. Quality standards, d. Schedule, and e. Documentation) within each task of Section C. Performance of general requirements will be evaluated as part of the quality standard in all tasks.

Weight per Task (column 4) indicates the value of each contract requirement as a percentage of the WBS. The percentages are based on judgment, taking into account the detriment to the Government if the work is not performed in a satisfactory manner.

Acceptable Quality Level (AQL) (column 5) is the minimum percentage of quality that will be acceptable for the task. Performance below that level indicates no fee will be paid.

Standard Performance Level (SPL) (column 6) is the performance level required to earn the target fee. Performance above this level will entitle the Contractor to additional fee. The Contractor is responsible for maintaining an effective quality control program to meet this SPL during the course of the contract.

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	Contract Reporting							5%		
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Validation by Contracting Officer and Contracting Officer Technical Representative upon receipt of the reports.	50%			2.500%	
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Validation by Contracting Officer and Contracting Officer Technical Representative upon review of the reports.	50%			2.500%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	1.0 Logistics							15%		
	1.1 Property Management Services						27%		4.050%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor will monthly perform a random sampling of the data in the NEMS database. TR will review the daily transaction reports.	15%				0.6075%
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor will monthly perform a random sampling of the data in the NEMS database. TR will review the daily transaction reports.	15%				0.6075%
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	98%	Contractor and TR will review the inventory open/close report	20%				0.8100%
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%				0.6075%
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor and TR will perform a random sampling until the Material Tracing System is completed to include disposal.	20%				0.8100%
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%				0.6075%
	1.2 Freight Traffic						19%		2.850%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Manual review.	60%				1.7100%
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Visual daily inspection will be conducted by both the Contractor and the TR.	40%				1.1400%
	1.4 Supply Management						27%		4.050%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor and TR will review NSMS destination transaction screen monthly.	20%				0.8100%
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor and TR will review the shelf life report monthly.	20%				0.8100%
13	1.4 Supply Management	Stock items shall be placed in bin within 16 working hours after material is received at the dock.	95%	90%	Contractor and TR will review the Material Tracking System (MTS) monthly.	20%				0.8100%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 16 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor and TR will review the MTS monthly.	20%				0.8100%
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	Contractor will issue a survey to the tool crib managers each month.	20%				0.8100%
1.5 Transportation Operations							27%		4.050%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor and TR will review the MTS report monthly.	10%				0.4050%
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%				0.4050%
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	TR will review the LVMS maintenance due report.	4%				0.1620%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%				0.1620%
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%				0.0810%
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%				0.4050%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	2.0 Imaging Technology							20%		
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	90%	Contractor will perform daily audits of chemical analysis logs. TR will perform weekly audits of chemical analysis logs.	10%			2.000%	
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile average the score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	20%			4.000%	
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%			4.000%	
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	PIMS On-Time Percentage Report	15%			3.000%	
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%			3.000%	
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor will perform a weekly review of PIMS closed work order file. TR will perform a monthly review of the file.	20%			4.000%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	3.0 Publishing							20%		
	3.1 Scientific and Technical Publishing						75%		15.000%	
34	3.1 Scientific and Technical Publishing	Final scientific and technical publishing products shall contain no contractor-induced errors.	98%	95%	TR will perform a random sampling of printed jobs.	30%				4.5000%
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor and TR review the PIMS report.	30%				4.5000%
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Date the report is provided to the TR.	15%				2.2500%
37	3.1.1 Coordination	Statistical reports shall contain no contractor-induced errors	98%	95%	Contractor and TR will review data records entered for the month.	5%				0.7500%
38	3.1.1 Coordination	Data records shall contain no contractor-induced errors	95%	93%	Contractor and TR will review data records entered for the month.	5%				0.7500%
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor and TR will review the GLTRS.	15%				2.2500%
	3.2 Duplicating						25%		5.000%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor and TR will review the reports.	5%				0.2500%
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor and TR review the printing management database report.	30%				1.5000%
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	TR performs a random sampling.	25%				1.2500%
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	TR performs a random sampling.	10%				0.5000%
44	3.2.3 Government Printing Office (GPO) Support	GPO printing jobs shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor and TR review the printing management database report.	10%				0.5000%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%				0.2500%
46	3.2.4 Copier Management	Copier placement shall meet or be adjusted within the following month to match volume bands with usage requirements.	95%	90%	TR to review copier management reports.	15%				0.7500%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	4.0 Metrology Services							20%		
	4.1 Calibration						85%		17.000%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	10%				1.7000%
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards.	95%	90%	Contractor will review monthly reports summarizing all quality control inspection results. TR will monitor inspections randomly.	20%				3.4000%
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor and TR will evaluate data from the production summary report.	15%				2.5500%
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor and TR will evaluate data from the production summary report.	25%				4.2500%
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	15%				2.5500%
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor and TR will perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%				2.5500%
	4.2 Instrument Pool						15%		3.000%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor and TR will perform a random sampling of database records.	25%				0.7500%
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	15%				0.4500%
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	20%				0.6000%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	4.0 Metrology Services							20%		
	4.1 Calibration						85%		17.000%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	10%				1.7000%
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards.	95%	90%	Contractor will review monthly reports summarizing all quality control inspection results. TR will monitor inspections randomly.	20%				3.4000%
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor and TR will evaluate data from the production summary report.	15%				2.5500%
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor and TR will evaluate data from the production summary report.	25%				4.2500%
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	15%				2.5500%
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor and TR will perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%				2.5500%
	4.2 Instrument Pool						15%		3.000%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor and TR will perform a random sampling of database records.	25%				0.7500%
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.	15%				0.4500%
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Date the report is provided to the TR. TR will review the reports for required information.	20%				0.6000%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor will review daily sign in sheet for the instrument pool. TR will perform random sampling of the sign in sheets.	15%				0.4500%
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	TR will verify at least weekly that all equipment on the list meets the availability requirements.	25%				0.7500%

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	5.0 Library Services							10%		
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor and TR will review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%			1.200%	
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor and TR observation of carts as well as shelf reading and shelflist sampling.	10%			1.000%	
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor and TR will perform random sampling of orders.	12%			1.200%	
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor and TR will perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%			1.000%	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor and TR will perform observation of the cart.	10%			1.000%	
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor and TR will perform a semi-annual survey of subscribers (A-L; M-Z); and sample document on the carts.	10%			1.000%	
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%			1.000%	
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	TR will verify each event.	14%			1.400%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability. TR will perform a sample verification.	12%			1.200%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	6.0 Administrative Support							5%		
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		15.14%		0.757%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.95%		0.397%	
	6.4 Organization Development and Training Support						11.14%		0.557%	
70	6.4.1 Learning Center	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer evaluations. Individual surveys will be available for review by Contractor and TR.	75%				0.4178%
71	6.4.1 Learning Center	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor will maintain complaints. TR will verify.	25%				0.1393%
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		6.01%		0.300%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		26.61%		1.331%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.67%		0.183%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.43%		0.121%	
	6.9 (Reserved)						0.00%		0.000%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.01%		0.351%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		13.66%		0.683%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.44%		0.122%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.95%		0.197%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
	7.0 Clerical Support							5%		
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.60%		0.030%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.97%		0.099%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.95%		0.097%	
83	7.5 0160/ISO Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.56%		0.028%	
	7.6 (Reserved)						0.00%		0.000%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.85%		0.043%	
	7.8 (Reserved)						0.00%		0.000%	
	7.9 (Reserved)						0.00%		0.000%	
85	7.10 0210/Resources Analysis and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.25%		0.112%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.72%		0.386%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.40%		0.170%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		9.93%		0.497%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		4.36%		0.218%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		22.28%		1.114%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		3.06%		0.153%	
92	7.17 6500/Space Transportation Project Office (Reserved)						0.00%		0.000%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		7.81%		0.390%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.75%		0.087%	
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.90%		0.145%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		1.71%		0.085%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.97%		0.148%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		8.66%		0.433%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		5.89%		0.295%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract	Sub-Task Level	Weight Within Sub-Task
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		2.37%		0.119%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.37%		0.019%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.70%		0.035%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.85%		0.043%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		4.19%		0.210%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review by Contractor and TR.		0.89%		0.044%	
								100%	100%	

REGISTER OF WAGE DETERMINATION UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

John G. ...
Division of Wage Determinations

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
Washington, D.C. 20210

Wage Determination No.: 94-2416
Revision No.: 10
Date of Last Revision: 10/26/1998

State(s): Ohio

Areas: Ohio COUNTIES OF Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga,
Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage,
Richland, Stark, Summit, Trumbull, Wayne

** Fringe Benefits Required For All Occupations Included In
This Wage Determination Follow The Occupational Listing **

OCCUPATION CODE AND TITLE

MINIMUM HOURLY WAGE

Administrative Support and Clerical Occupations:

01011 Accounting Clerk I	\$ 7.63
01012 Accounting Clerk II	\$ 9.72
01013 Accounting Clerk III	\$ 11.42
01014 Accounting Clerk IV	\$ 13.97
01030 Court Reporter	\$ 12.72
01050 Dispatcher, Motor Vehicle	\$ 12.72
01060 Document Preparation Clerk	\$ 10.59
01070 Messenger (Courier)	\$ 7.25
01090 Duplicating Machine Operator	\$ 10.59
01110 Film/Tape Librarian	\$ 10.12
01115 General Clerk I	\$ 7.25
01116 General Clerk II	\$ 8.24
01117 General Clerk III	\$ 10.59
01118 General Clerk IV	\$ 11.79
01120 Housing Referral Assistant	\$ 14.65
01131 Key Entry Operator I	\$ 7.80
01132 Key Entry Operator II	\$ 9.36
01191 Order Clerk I	\$ 8.31
01192 Order Clerk II	\$ 9.87
01261 Personnel Assistant (Employment) I	\$ 9.51
01262 Personnel Assistant (Employment) II	\$ 10.69
01263 Personnel Assistant (Employment) III	\$ 12.54
01264 Personnel Assistant (Employment) IV	\$ 14.65
01270 Production Control Clerk	\$ 14.65
01290 Rental Clerk	\$ 10.12
01300 Scheduler, Maintenance	\$ 10.12
01311 Secretary I	\$ 10.12
01312 Secretary II	\$ 12.54
01313 Secretary III	\$ 14.65
01314 Secretary IV	\$ 16.00
01315 Secretary V	\$ 18.69
01320 Service Order Dispatcher	\$ 10.12
01341 Stenographer I	\$ 9.01
01342 Stenographer II	\$ 10.12
01400 Supply Technician	\$ 16.00
01420 Survey Worker (Interviewer)	\$ 12.54
01460 Switchboard Operator-Receptionist	\$ 8.72
01510 Test Examiner	\$ 12.54
01520 Test Proctor	\$ 12.54

01531 Travel Clerk I	\$ 8.14
01532 Travel Clerk II	\$ 8.72
01533 Travel Clerk III	\$ 9.37
01611 Word Processor I	\$ 9.19
01612 Word Processor II	\$ 13.08
01613 Word Processor III	\$ 14.26

Automatic Data Processing Occupations:

03010 Computer Data Librarian	\$ 9.05
03041 Computer Operator I	\$ 8.78
03042 Computer Operator II	\$ 11.55
03043 Computer Operator III	\$ 13.68
03044 Computer Operator IV	\$ 16.35
03045 Computer Operator V	\$ 18.12
03071 Computer Programmer I 1/	\$ 13.69
03072 Computer Programmer II 1/	\$ 15.30
03073 Computer Programmer III 1/	\$ 19.42
03074 Computer Programmer IV 1/	\$ 23.06
03101 Computer Systems Analyst I 1/	\$ 19.80
03102 Computer Systems Analyst II 1/	\$ 22.69
03103 Computer Systems Analyst III 1/	\$ 26.86
03160 Peripheral Equipment Operator	\$ 9.31

Automotive Service Occupations:

05005 Automobile Body Repairer, Fiberglass	\$ 18.71
05010 Automotive Glass Installer	\$ 17.41
05040 Automotive Worker	\$ 17.41
05070 Electrician, Automotive	\$ 18.10
05100 Mobile Equipment Servicer	\$ 15.89
05130 Motor Equipment Metal Mechanic	\$ 18.71
05160 Motor Equipment Metal Worker	\$ 17.41
05190 Motor Vehicle Mechanic	\$ 18.71
05220 Motor Vehicle Mechanic Helper	\$ 15.18
05250 Motor Vehicle Upholstery Worker	\$ 16.63
05280 Motor Vehicle Wrecker	\$ 17.41
05310 Painter, Automotive	\$ 18.10
05340 Radiator Repair Specialist	\$ 17.41
05370 Tire Repairer	\$ 15.89
05400 Transmission Repair Specialist	\$ 18.71

Food Preparation and Service Occupations:

07010 Baker	\$ 11.08
07041 Cook I	\$ 10.11
07042 Cook II	\$ 11.08
07070 Dishwasher	\$ 7.97
07100 Food Service Worker (Cafeteria Worker)	\$ 7.97
07130 Meat Cutter	\$ 11.08
07250 Waiter/Waitress	\$ 8.54

Furniture Maintenance and Repair Occupations:

09010 Electrostatic Spray Painter	\$ 18.10
09040 Furniture Handler	\$ 13.42
09070 Furniture Refinisher	\$ 18.10
09100 Furniture Refinisher Helper	\$ 15.18
09110 Furniture Repairer, Minor	\$ 16.63
09130 Upholsterer	\$ 18.10

General Service and Support Occupations:

11030 Cleaner, Vehicles	\$ 7.97
11060 Elevator Operator	\$ 7.97
11090 Gardener	\$ 10.11
11121 Housekeeping Aide I	\$ 7.97
11122 Housekeeping Aide II	\$ 8.42
11150 Janitor	\$ 7.97
11210 Laborer, Grounds Maintenance	\$ 8.54
11240 Maid or Houseman	\$ 7.41
11270 Pest Controller	\$ 10.58
11300 Refuse Collector 2/	\$ 7.97
11330 Tractor Operator	\$ 9.66
11360 Window Cleaner	\$ 8.54

Health Occupations:

12020 Dental Assistant	\$ 13.40
12040 Emergency Medical Technician/Paramedic Ambulance Driver	\$ 10.09
12071 Licensed Practical Nurse I	\$ 8.03
12072 Licensed Practical Nurse II	\$ 9.02
12073 Licensed Practical Nurse III	\$ 10.09
12100 Medical Assistant	\$ 9.02
12130 Medical Laboratory Technician	\$ 9.02
12160 Medical Record Clerk	\$ 9.02
12190 Medical Record Technician	\$ 12.49
12221 Nursing Assistant I	\$ 6.55
12222 Nursing Assistant II	\$ 7.36
12223 Nursing Assistant III	\$ 8.03
12224 Nursing Assistant IV	\$ 9.02
12250 Pharmacy Technician	\$ 11.24
12280 Phlebotomist	\$ 9.02
12311 Registered Nurse I	\$ 12.49
12312 Registered Nurse II	\$ 15.28
12313 Registered Nurse II, Specialist	\$ 15.28
12314 Registered Nurse III	\$ 18.49
12315 Registered Nurse III, Anesthetist	\$ 18.49
12316 Registered Nurse IV	\$ 22.16

Information and Arts Occupations:

13002 Audiovisual Librarian	\$ 16.00
13011 Exhibits Specialist I	\$ 14.70
13012 Exhibits Specialist II	\$ 17.10
13013 Exhibits Specialist III	\$ 19.71
13041 Illustrator I	\$ 14.70
13042 Illustrator II	\$ 17.10
13043 Illustrator III	\$ 19.71
13047 Librarian	\$ 18.69
13050 Library Technician	\$ 12.54
13071 Photographer I	\$ 11.63
13072 Photographer II	\$ 14.70
13073 Photographer III	\$ 17.10
13074 Photographer IV	\$ 19.71
13075 Photographer V	\$ 22.97

Laundry, Drycleaning, Pressing and Related Occups:

15010 Assembler	\$ 6.50
15030 Counter Attendant	\$ 6.50
15040 Dry Cleaner	\$ 8.29
15070 Finisher, Flatwork, Machine	\$ 6.50
15090 Presser, Hand	\$ 6.50
15100 Presser, Machine, Drycleaning	\$ 6.50
15130 Presser, Machine, Shirts	\$ 6.50

15160 Presser, Machine, Wearing Apparel, Laundry	\$ 6.50
15190 Sewing Machine Operator	\$ 8.89
15220 Tailor	\$ 9.49
15250 Washer, Machine	\$ 7.10

Machine Tool Operation and Repair Occupations:

19010 Machine-Tool Operator (Toolroom)	
19040 Tool and Die Maker	\$ 20.70

Materials Handling and Packing Occupations:

21010 Fuel Distribution System Operator	\$ 15.89
21020 Material Coordinator	\$ 13.08
21030 Material Expediter	\$ 13.08
21040 Material Handling Laborer	\$ 10.96
21050 Order Filler	\$ 10.65
21071 Forklift Operator	\$ 12.75
21080 Production Line Worker (Food Processing)	\$ 11.94
21100 Shipping/Receiving Clerk	\$ 11.65
21130 Shipping Packer	\$ 11.65
21140 Store Worker I	\$ 10.90
21150 Stock Clerk (Shelf Stocker; Store Worker II)	\$ 13.27
21210 Tools and Parts Attendant	\$ 13.74
21400 Warehouse Specialist	\$ 11.94

Mechanics and Maintenance and Repair Occupations:

23010 Aircraft Mechanic	\$ 18.71
23040 Aircraft Mechanic Helper	\$ 15.18
23050 Aircraft Quality Control Inspector	\$ 19.39
23060 Aircraft Servicer	\$ 16.63
23070 Aircraft Worker	\$ 17.41
23100 Appliance Mechanic	\$ 18.10
23120 Bicycle Repairer	\$ 15.89
23125 Cable Splicer	\$ 18.71
23130 Carpenter, Maintenance	\$ 18.10
23140 Carper Layer	\$ 17.41
23160 Electrician, Maintenance	\$ 20.96
23181 Electronics Technician, Maintenance I	\$ 13.00
23182 Electronics Technician, Maintenance II	\$ 16.58
23183 Electronics Technician, Maintenance III	\$ 21.52
23260 Fabric Worker	\$ 16.63
23290 Fire Alarm System Mechanic	\$ 18.71
23310 Fire Extinguisher Repairer	\$ 15.89
23340 Fuel Distribution System Mechanic	\$ 15.71
23370 General Maintenance Worker	\$ 17.41
23400 Heating, Refrigeration and Air-Conditioning Mechanic	\$ 18.71
23430 Heavy Equipment Mechanic	\$ 18.71
23440 Heavy Equipment Operator	\$ 18.71
23460 Instrument Mechanic	\$ 18.71
23470 Laborer	\$ 12.63
23500 Locksmith	\$ 18.10
23530 Machinery Maintenance Mechanic	\$ 20.05
23550 Machinist, Maintenance	\$ 18.64
23580 Maintenance Trades Helper	\$ 15.18
23640 Millwright	\$ 18.71
23700 Office Appliance Repairer	\$ 18.10
23740 Painter, Aircraft	\$ 18.10
23760 Painter, Maintenance	\$ 18.10
23790 Pipefitter, Maintenance	\$ 21.88
23800 Plumber, Maintenance	\$ 18.10
23820 Pneudraulic Systems Mechanic	\$ 18.71

23850 Rigger	\$ 18.71
23870 Scale Mechanic	\$ 17.41
23890 Sheet-Metal Worker, Maintenance	\$ 18.71
23910 Small Engine Mechanic	\$ 17.41
23930 Telecommunications Mechanic I	\$ 18.71
23931 Telecommunications Mechanic II	\$ 19.38
23950 Telephone Lineman	\$ 18.71
23960 Welder, Combination, Maintenance	\$ 18.71
23965 Well Driller	\$ 18.71
23970 Woodcraft Worker	\$ 18.71
23980 Woodworker	\$ 15.89

Personal Needs Occupations:

24570 Child Care Attendant	\$ 9.79
24580 Child Care Center Clerk	\$ 12.21
24600 Chore Aide	\$ 7.41
24630 Homemaker	\$ 13.57

Plant and System Operation Occupations:

25010 Boiler Tender	\$ 18.71
25040 Sewage Plant Operator	\$ 18.10
25070 Stationary Engineer	\$ 18.71
25190 Ventilation Equipment Tender	\$ 15.89
25210 Water Treatment Plant Operator	\$ 18.10

Protective Service Occupations:

27004 Alarm Monitor	\$ 11.32
27006 Corrections Officer	\$ 14.38
27010 Court Security Officer	\$ 14.70
27040 Detention Officer	\$ 14.38
27070 Firefighter	\$ 14.85
27101 Guard I	\$ 6.55
27102 Guard II	\$ 11.32
27130 Police Officer	\$ 17.60

Stevedoring/Longshoremen Occupational Services:

28010 Blocker and Bracer	\$ 13.70
28020 Hatch Tender	\$ 13.70
28030 Line Handler	\$ 13.70
28040 Stevedore I	\$ 13.08
28050 Stevedore II	\$ 14.24

Technical Occupations:

29010 Air Traffic Control Specialist, Center 3/	\$ 24.05
29011 Air Traffic Control Specialist, Station 3/	\$ 16.58
29012 Air Traffic Control Specialist, Terminal 3/	\$ 18.26
29023 Archeological Technician I	\$ 8.77
29024 Archeological Technician II	\$ 9.82
29025 Archeological Technician III	\$ 12.15
29030 Cartographic Technician	\$ 17.15
29035 Computer Based Training (CBT) Specialist/Instructor	\$ 19.80
29040 Civil Engineering Technician	\$ 17.15
29061 Drafter I	\$ 9.52
29062 Drafter II	\$ 11.63
29063 Drafter III	\$ 14.70
29064 Drafter IV	\$ 18.73
29081 Engineering Technician I	\$ 11.92
29082 Engineering Technician II	\$ 13.39

29083 Engineering Technician III	\$ 15.48
29084 Engineering Technician IV	\$ 18.00
29085 Engineering Technician V	\$ 21.65
29086 Engineering Technician VI	\$ 25.52
29090 Environmental Technician	\$ 16.35
29100 Flight Simulator/Instructor (Pilot)	\$ 22.39
29150 Graphic Artist	\$ 19.80
29160 Instructor	\$ 18.42
29210 Laboratory Technician	\$ 13.68
29240 Mathematical Technician	\$ 18.00
29361 Paralegal/Legal Assistant I	\$ 12.54
29362 Paralegal/Legal Assistant II	\$ 16.00
29363 Paralegal/Legal Assistant III	\$ 19.58
29364 Paralegal/Legal Assistant IV	\$ 23.68
29390 Photooptics Technician	\$ 18.00
29480 Technical Writer	\$ 19.97
29491 Unexploded Ordnance Technician I	\$ 15.28
29492 Unexploded Ordnance Technician II	\$ 18.49
29493 Unexploded Ordnance Technician III	\$ 22.16
29494 Unexploded Safety Escort	\$ 15.28
29495 Unexploded Sweep Personnel	\$ 15.28
29620 Weather Observer, Senior 4/	\$ 16.35
29621 Weather Observer, Combined Upper Air & Surface Programs 4/	\$ 13.68
29622 Weather Observer, Upper Air 4/	\$ 13.68

Transportation/Mobile Equipment Operation Occups:

31030 Bus Driver	\$ 13.57
31260 Parking and Lot Attendant	\$ 7.59
31290 Shuttle Bus Driver	\$ 9.63
31300 Taxi Driver	\$ 9.20
31361 Truckdriver, Light Truck	\$ 9.63
31362 Truckdriver, Medium Truck	\$ 13.57
31363 Truckdriver, Heavy Truck	\$ 14.18
31364 Truckdriver, Tractor-Trailer	\$ 17.26

Miscellaneous Occupations:

99020 Animal Caretaker	\$ 9.10
99030 Cashier	\$ 8.00
99041 Carnival Equipment Operator	\$ 9.66
99042 Carnival Equipment Repairer	\$ 10.11
99043 Carnival Worker	\$ 7.97
99050 Desk Clerk	\$ 9.79
99095 Embalmer	\$ 18.55
99300 Lifeguard	\$ 8.72
99310 Mortician	\$ 16.22
99350 Park Attendant (Aide)	\$ 10.96
99400 Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	\$ 8.72
99500 Recreation Specialist	\$ 13.57
99510 Recycling Worker	\$ 9.66
99610 Sales Clerk	\$ 8.72
99620 School Crossing Guard (Crosswalk Attendant)	\$ 7.97
99630 Sports Official	\$ 8.72
99658 Survey Party Chief (Chief of Party)	\$ 14.04
99659 Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	\$ 12.60
99660 Surveying Aide	\$ 7.99
99690 Swimming Pool Operator	\$ 11.08
99720 Vending Machine Attendant	\$ 9.66
99730 Vending Machine Repairer	\$ 11.08
99740 Vending Machine Repairer Helper	\$ 9.66

**** Fringe Benefits Required For All Occupations Included In
This Wage Determination ****

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: Two weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years; 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractor in the performance of similar work at the same Federal facility. (Reg. 4.173)

HOLIDAYS: Minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

1/

Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See 29 CFR 4.156)

2/

Rates for this class are not applicable in Cuyahoga County, see Wage Determination 66-0048.

3/

APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

4/

WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employee (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by

the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$4.25 per week (or \$.85 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

**** NOTES APPLYING TO THIS WAGE DETERMINATION ****

Source of Occupational Titles and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Second Supplement, dated August 1995, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

**REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE
{Standard Form 1444 (SF 1444)}**

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a

separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

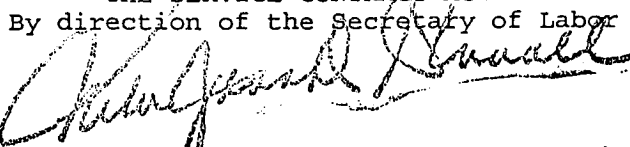
The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

REGISTER OF WAGE DETERMINATION UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor



Division of Wage Determinations

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
Washington, D.C. 20210

Wage Determination No.: 91-0658

Revision No.: 06

Date of Last Revision: 01/28/1999

State(s): Ohio

Areas: Ohio COUNTIES OF Cuyahoga

** Fringe Benefits Required For All Occupations Included In
This Wage Determination Follow The Occupational Listing **

OCCUPATION CODE AND TITLE

MINIMUM HOURLY WAGE

Employed on NASA Contracts for
Logistics, Technical Information and
Publishing, and Administrative and
Clerical services at Lewis Research Center
in the above Locality:

In accordance with Section 2(a) and 4(c) of the Service Contract
Act, as amended, employees employed by the contractor in
performing the above services and covered by the collective
bargaining agreement(s) between Cortez III Services Corporaion
and International Brotherhood of Teamsters Local 293 are to be paid
wage rates and fringe benefits set forth in the bargaining agreement(s),
effective August 4, 1998 through April 24, 2001.

SECTION J

Attachment L

Government Vehicles

The following vehicles are available to the Contractor for use under this contract. All of these vehicles are expected to last the life of the contract. If, however, they should break down and it is deemed not to be in the best interest of the Government to repair them, they shall be excessed. ~~The Government will then be responsible for their replacement.~~ **[The Contractor is expected to replace the vehicles, but the Government may choose to replace them if it is determined that doing so would be substantially less expensive.]**

Availability of these vehicles does not necessitate Contractor use. Should the Contractor elect not to use these vehicles in performance of this contract, identify the Contractor vehicles that will be used to perform these and all other tasks.

Some vehicles available under the previous contract are not available under this contract.

Task 1.5.1.2 Taxi Service and Handicapped Transportation Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3315	Truck, Vanette (Wheelchair Van)	Specialty vehicle used as primary van and for other miscellaneous purposes also.	5 years

*Expected life (based on past history)

Task 1.5.1.3 Airport Courier Vehicle

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3192	Truck, Vanette or GSA Lease	New vehicle specifically converted for courier use.	5 years

*Expected life (based on past history)

Task 1.5.2 Dry Cargo Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3188	Truck, Van body	Body in good shape with new lift gate	5-6 years
NA-3185	Truck, Van body	Good condition, body just repaired and painted and new lift gate installed. Box and chassis in good condition	5 years
NA-3974	Truck, Van body	Fair condition. Has had a new engine and rebuilt transmission and lift gate installed in the last two years.	5 years

NA-3166	Truck, Stake body	Low mileage, good overall condition. Just underwent a major overhaul of the body, bed, and front chassis.	5 years
NA-3167	Truck, Stake body	Good overall condition. Major repair work recently.	5 years
NA-3216	Truck, Stake body	Heavy duty International truck in good condition body and mechanically.	10 years
NA-3217	Truck, Stake body	Heavy duty International truck in good condition body and mechanically.	10 years

*Expected life (based on past history)

Task 1.5.3 Mail Processing Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3542	Truck, Mini, Vanette	Good to fair condition.	5 years
NA-3208	Truck, Step Van	1989 mail van with low mileage and good body, mechanically sound. Good backup truck to mail truck.	5 years

*Expected life (based on past history)

Task 1.5.7 Garage Administration Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3191	Truck, Pick-up 4X4	Excellent condition	10 years
G43-00823	Truck, ATV	Excellent condition	5 years

*Expected life (based on past history)

Task 1.5.8 Fuel Distribution Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3210	Truck, Semi-tractor	Good mechanical condition, body good, low mileage.	20 years
NA-3737	Truck, Semi-tractor	Just had major tune-up, body in good condition. Low mileage for this type vehicle (119,000)	20 years
NA-3212	Truck, Vaporizer	New in 1992. Low mileage.	20 years
NA-3765	Truck, Semi-tractor	Reconditioned in 1998, bought used	15 years

*Expected life (based on past history)

Task 2.0 Imaging Technology Center (ITC) Vehicles

<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected Life*</u>
NA-3199	Truck, Van body	Good condition, low mileage,	15 years

just purchased off lease

*Expected life (based on past history)

<i>[Task 4.0 Metrology Vehicles</i>			
<u>Number</u>	<u>Type</u>	<u>Description/Condition</u>	<u>Expected</u>
<u>Life*</u>			
NA-3188	Truck, Van body	Body in good shape with new Left gate	5-6 years

*Expected life (based on past history)]

Detailed Performance Evaluation

WORKLOAD

Actual Monthly - Center actual workload data

Estimated Monthly - Average estimated monthly workload

AQL - From PRS

[SPL - From PRS]

CONTRACTOR INFORMATION

Represents Contractor's self-evaluation of their performance.

Original Data

Represents the RAW data as it was evaluated.

Sample size - Determined between TR and Contractor. Usually remains consistent. Represents the number of items the Contractor will use for the self-evaluation. Contractor shall maintain exact sample size for TR evaluation.

Pass - Number of items that passed the evaluation.

Fail - Number is calculated for those items that did not pass the evaluation.

Adjusted Data

Represents the Contractor's justifiable changes to the raw data that was evaluated. Changes represent only those items that are out of the Contractor's control.

Adjusted Pass - Number of changes made to the passed original data.

Comments - Contractor's justification for the change.

Pass - Adjustment calculated.

Fail - Adjustment calculated.

Self-assessment - Calculated based on the Contractor's assessment of their own performance.

COTR/TR

The TR will substantiate the Contractor's self-evaluation process by performing A and B below:

A. The TR will review and discuss with the Contractor the Contractor's adjusted pass and comments to assure the TR is in agreement.

B. The TR will use any one of the following methods:

1. Review all of the same "samples" the Contractor reviewed.
2. Review a different selection.
3. Review a portion of the samples.
4. Review a portion of the sample size and other selections.
5. Review all of the samples and additional selections.

Adjusted Pass - The TR enters their adjustments (plus or minus).

Comments - TR enters reason for adjustment.

SCORE

Pass and Fail - Calculated based on changes the TR made to the Contractor's evaluation.

Final Assessment - Calculated score based on the number of items passed ~~and the AQL~~.

Adjective - Calculated adjective rating to put final assessment score into perspective based on AQL [and SPL.]

Example - Hypothetical data

AMENDMENT OF SOLICITATION		MODIFICATION OF CONTRACT		TRACT ID CODE	PAGE 1 of 2
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">11</div>		3. EFFECTIVE DATE <div style="text-align: center;">MAY 1 2000</div>		4. REQUISITION/PURCHASE NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne Corporation 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191		<input type="checkbox"/>		9A. AMENDMENT OF SOLICITATION NO.	
		<input checked="" type="checkbox"/>		9B. DATED (SEE ITEM 11)	
				10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
				10B. DATED (SEE ITEM 13) November 1, 1999	
CODE (BX) (34)		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the "Changes" clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return **1** copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

A. Section d. of Clause B.2 of the contract (as last revised in paragraph c. of Modification 9) the adjustment factors for each Task Group are hereby further revised to read as follows:

ADJUSTMENT FACTORS FOR EACH TASK GROUP

TASK GROUP	PAF	NAF
1	2.723	8.619
2	3.364	14.118
3	1.250	5.000
Reporting	3.125	11.111

(Continued next page)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) JACK A. KELLY - CFO		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY (Signature of person authorized to sign)	6/27/00	BY (Signature of Contracting Officer)	6/29/00

B. A new Performance Requirements Summary (1 page) is incorporated into and is made a part of this Modification and shall apply to the performance evaluation period commencing May 1, 2000. The Performance Requirements Summary appearing as page J-A-2 of the contract is considered to have expired on April 30, 2000.

C. The document entitled MOC-1 Performance Standards (15 pages) is incorporated into and are a part of this Modification and is effective May 1, 2000. The MOC-1 Performance Standards, which were incorporated into the contract by Modification 7, are considered to have expired on April 30, 2000.

(End of Text)

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
1.0 <u>LOGISTICS</u>	15%	13.989% 93.26%	12.336% 82.24%
2.0 <u>IMAGING TECHNOLOGY CENTER</u>	20%	18.400% 92.00%	16.800% 84.00%
3.0 <u>PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
4.0 <u>METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
5.0 <u>LIBRARY SERVICES</u>	10%	8.716% 87.16%	7.468% 74.68%
6.0 <u>ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
7.0 <u>CLERICAL SUPPORT</u>	5%	4.000% 80.01%	3.000% 60.00%
TOTALS	100%	90.846%	81.246%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.705% 90.82%	19.804% 79.22%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	55.542% 92.57%	51.292% 85.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.846%	81.246%

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	<i>Contract Reporting</i>							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	60%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	40%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	90%	TR will perform weekly audits of chemical analysis logs.	10%		
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor shall perform a weekly review of PIMS closed work order file.	20%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will perform a review of 35 percent of all jobs.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%		
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	6%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	14%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		21.29%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.74%	
	6.4 Organization Development and Training Support						6.19%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.41%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.89%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.09%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. * (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.41%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.86%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		16.73%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.34%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.07%	
							100%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.60%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.95%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.91%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
85	7.10 0210/Resources Analysis and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.23%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.65%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.46%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		9.84%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.77%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.03%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.92%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.53%	
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.87%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.77%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.94%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.60%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.91%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.35%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.37%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.85%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.60%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	
								100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 8	
2. AMENDMENT/MODIFICATION NO. 12		3. EFFECTIVE DATE April 30, 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Lewis Research Center Attn: Marc, Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191				<input type="checkbox"/> <input checked="" type="checkbox"/>		9A. AMENDMENT OF SOLICITATION NO.	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
						10B. DATED (SEE ITEM 13) November 1, 1999	
CODE (BX) (34)				FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the "Changes" clause					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
This Modification is to accomplish the following four purposes:							
1. to show the impact on the baseline cost of all Task Orders issued during the period November 1, 1999 through April 30, 2000 as shown in paragraph A.							
2. to reduce the Technical Incentive Fee amount, and increase the corresponding Award Fee amount, due to a three-month delay in the implementation of performance standards as shown in paragraph B.							
3. to show the history of the changes to each task group up to and including Modification number 10, and then to show the changes to each task group for Task Orders issued for the last three months of the award fee period as shown in paragraph C.							
4. to break the two-year base period into year 1 and year 2 as shown in paragraph D.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15a. NAME AND TITLE OF SIGNER (Type or print) JACK A. KELLY - CFO				15a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer			
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)		15C. DATE SIGNED 6/9/00		16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)		16C. DATE SIGNED 6/14/00	

A. Amount added to baseline on Task Orders approved from November 1, 1999 through April 30, 2000.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Base Period					
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,527,236	175,670	154,741	0	12,857,647
Task 2.0, 3.0, 4.0	10,456,415	202,997	373,264	0	11,032,676
Task 6.0 & 7.0	14,148,058	336,168	61,125	0	14,545,351
Reporting	0	0	35,703	0	35,703
Award Fee	0	0	0	271,353	271,353
Total Baseline as of Mod 10	37,276,315	714,835	624,833	271,353	38,887,336
Task Order (347) Baseline Changes November 1999-April 2000					
Task 1.0 & 5.0	7,334	198	198	44	7,774
Task Orders #17, 129					
Task 2.0, 3.0, 4.0	161,223	4,353	4,353	967	170,896
Task Orders #2, 3					
Task 6.0 & 7.0	961,835	19,743	19,743	4,386	1,005,707
Task Orders #1A, 5, 22 23A, 24, 19-21, 38-40, 50, 64, 65, 88, 89, 97, 99, 114, 119, 126, 133, 144					
Changes	1,130,392	24,294	24,294	5,397	1,184,377
New Amounts					
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,534,570	175,868	154,939	44	12,865,421
Task 2.0, 3.0, 4.0	10,617,638	207,350	377,617	967	11,203,572
Task 6.0 & 7.0	15,109,893	355,911	80,868	4,386	15,551,058
Reporting	0	0	35,703	0	35,703
Award Fee	0	0	0	271,353	271,353
Total Baseline	38,406,707	739,129	649,127	276,750	40,071,713

B. Additional amount of Technical Incentive Fee reduction for task orders issued between November 1999 and January 2000 and a related increase in Award Fee allocated for the 1st 6-month evaluation period.

Prior Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,939	44	12,865,421
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,617	967	11,203,572
Task 6.0 & 7.0		15,109,893	355,911	80,868	4,386	15,551,058
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	649,127	276,750	40,071,713

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Task 1.0 & 5.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #17	**	0	0	(113)	141	28
Task 2.0, 3.0, 4.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #2	**	0	0	(210)	263	53
Task 6.0 & 7.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #1A, 5, 22, 23A, 24	**	0	0	(1,925)	2,406	481
Total Adjustment to Tech/Award Fee		0	0	(2,248)	2,810	562

New Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,826	185	12,865,449
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,407	1,230	11,203,625
Task 6.0 & 7.0		15,109,893	355,911	78,943	6,792	15,551,539
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	646,879	279,560	40,072,275

C. Contract Target Cost & Fee as of April 30, 2000. This spreadsheet details the changes to the baseline from Nov. 99 to April 2000.

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase-In (Mod 9)		144,606	0	0	0	144,606
Group 1						
Task 1.0 & 5.0						
Baseline (InDyne Rebaseline Proposal 12/99)		13,510,236	176,263	179,143	0	13,865,642
Rev Baseline Negotiated Fee Adj (Mod 9)	--	0	(593)	(616)	0	(1,209)
GS ODCs (Mod 6)		(983,000)	0	0	0	(983,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	--	0	0	(23,786)	0	(23,786)
Target Cost & Fee Group 1 (Mod 10, Section B)		12,527,236	175,670	154,741	0	12,857,647
Group 2						
Task 2.0, 3.0, 4.0						
Baseline (InDyne Rebaseline Proposal 12/99)		10,694,434	202,997	429,944	0	11,327,375
Cal Lab adj (No Mod)	--	26,981	728	728	0	28,437
Rev Baseline Negotiated Fee Adj (Mod 9)	--	0	(728)	(1,479)	0	(2,207)
GS ODCs (Mod 6)		(265,000)	0	0	0	(265,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	--	0	0	(55,929)	0	(55,929)
Target Cost & Fee Group 2 (Mod 10, Section B)		10,456,415	202,997	373,264	0	11,032,676
Group 3						
Task 6.0 & 7.0						
Baseline (InDyne Rebaseline Proposal 12/99)		14,135,058	337,312	71,657	0	14,544,027
Rev Baseline Negotiated Fee Adj (Mod 9)	--	0	(1,144)	(247)	0	(1,391)
GS ODCs (Mod 6)		13,000	0	0	0	13,000
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)	--	0	0	(10,285)	0	(10,285)
Target Cost & Fee Group 3 (Mod 10, Section B)		14,148,058	336,168	61,125	0	14,545,351
Reporting		0	0	35,829	0	35,829
Rev Baseline Negotiated Fee Adj (Mod 9)		0	0	(126)	0	(126)
Award Fee		0	0	0	159,239	159,239
Rev Baseline Negotiated Fee Adj (Mod 9)		0	0	0	(548)	(548)
Cal Lab adj (No Mod)		0	0	0	162	162
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)		0	0	0	112,500	112,500
Total Target Cost & Fee as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336
Summary						
Phase In		144,606	0	0	0	144,606
Baseline (InDyne Rebaseline Proposal 12/99)		38,339,728	716,572	716,573	159,239	39,932,112
Rev Baseline Negotiated Fee Adj (Mod 9)		0	(2,465)	(2,468)	(548)	(5,481)
Cal Lab adj (No Mod)		26,981	728	728	162	28,599
Target Cost & Fee as of Mod 9		38,511,315	714,835	714,833	158,853	40,099,836
GS ODCs (Mod 6)		(1,235,000)	0	0	0	(1,235,000)
Fee Adj-Tech to Award (Nov, Dec, Jan)(Mod 6 & 10)		0	0	(90,000)	112,500	22,500
Target Cost & Fee as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Base Period						
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,527,236	175,670	154,741	0	12,857,647
Task 2.0, 3.0, 4.0		10,456,415	202,997	373,264	0	11,032,676
Task 6.0 & 7.0		14,148,058	336,168	61,125	0	14,545,351
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline as of Mod 10		37,276,315	714,835	624,833	271,353	38,887,336

Task Order (347) Baseline Changes
November 1999-April 2000

Group 1**Task 1.0 & 5.0**

17	Nov	1.1	4,198	113	113	25	4,449
129	Apr	1.5	3,136	85	85	19	3,325
Total Group 1			7,334	198	198	44	7,774

Group 2**Task 2.0, 3.0, 4.0**

2	Dec	4.0	89,242	2,410	2,410	535	94,597
3	Feb	4.0	71,981	1,943	1,943	432	76,299
Total Group 2			161,223	4,353	4,353	967	170,896

Group 3**Task 6.0 & 7.0**

1A	Dec	6	526,901	7,476	7,476	1,661	543,514
5	Jan	7.23	14,845	401	401	89	15,736
22	Dec	6.10	148,881	4,020	4,020	893	157,814
23A	Nov	7.19	70,954	1,916	1,916	426	75,212
24	Nov	7.27	384	10	10	2	406
19	Feb	7.21	12,443	336	336	75	13,190
20	Feb	7.14	60,000	1,620	1,620	360	63,600
21	Feb	7.15	64,695	1,747	1,747	388	68,577
38	Feb	7.12	2,927	79	79	18	3,103
39	Feb	7.26	1,249	34	34	7	1,324
40	Feb	7.11	3,859	104	104	23	4,090
50	Feb	7.27	128	3	3	1	135
64	Feb	7.26	4,058	110	110	24	4,302
65	Mar	6.13	85,447	2,307	2,307	513	90,574
88	Feb	7.24	6,868	185	185	41	7,279
89	Apr	6.9	40,004	1,080	1,080	240	42,404
97	Apr	7.11	(12,302)	(332)	(332)	(74)	(13,040)
99	Mar	7.27**	(47,277)	(1,276)	(1,276)	(284)	(50,113)
114	Apr	6.12	20,387	550	550	122	21,609
119	Apr	7.15	(54,696)	(872)	(872)	(194)	(56,634)
126	Apr	7.13	6,480	175	175	39	6,869
133	Apr	6.4	38,845	968	968	215	40,996
144	Apr	7.5	(33,245)	(898)	(898)	(199)	(35,240)
Total Group 3			961,835	19,743	19,743	4,386	1,005,707

New Amounts

Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,939	44	12,865,421
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,617	967	11,203,572
Task 6.0 & 7.0		15,109,893	355,911	80,868	4,386	15,551,058
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	649,127	276,750	40,071,713

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Mod 12 Paragraph 'B' Changes						
Task Orders Nov 99 to Jan 00 - Adjustment to Tech/Award Fee						
Task 1.0 & 5.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #17	**	0	0	(113)	141	28
Task 2.0, 3.0, 4.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #2	**	0	0	(210)	263	53
Task 6.0 & 7.0						
Fee Adj-Tech to Award (TOs Nov, Dec, Jan) Task Order #1A, 5, 22, 23A, 24	**	0	0	(1,925)	2,406	481
Total Adjustment to Tech/Award Fee		0	0	(2,248)	2,810	562
New Amounts						
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,826	185	12,865,449
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,407	1,230	11,203,625
Task 6.0 & 7.0		15,109,893	355,911	78,943	6,792	15,551,539
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	646,879	279,560	40,072,275

D. Base period cost and fee for each year.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Base Period - Year 1					
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	5,906,741	91,766	71,265	173	6,069,945
Task 2.0, 3.0, 4.0	5,338,704	108,425	172,733	703	5,620,565
Task 6.0 & 7.0	7,929,545	188,728	38,426	5,039	8,161,738
Reporting	0	0	14,247	0	14,247
Award Fee	0	0	0	195,819	195,819
Total Baseline as of Mod 10	19,319,596	388,919	296,671	201,734	20,206,920
Base Period - Year 2					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,627,830	84,102	84,931	12	6,796,875
Task 2.0, 3.0, 4.0	5,278,931	98,927	206,471	527	5,584,856
Task 6.0 & 7.0	7,180,337	167,186	41,837	1,754	7,391,114
Reporting	0	0	16,976	0	16,976
Award Fee	0	0	0	75,534	75,534
Total Baseline	19,087,098	350,215	350,215	77,827	19,865,355
Base Period Total					
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,534,571	175,868	156,196	185	12,866,820
Task 2.0, 3.0, 4.0	10,617,635	207,352	379,204	1,230	11,205,421
Task 6.0 & 7.0	15,109,882	355,914	80,263	6,793	15,552,852
Reporting	0	0	31,223	0	31,223
Award Fee	0	0	0	271,353	271,353
Total Baseline	38,406,694	739,134	646,886	279,561	40,072,275

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 of 3		
2. AMENDMENT/MODIFICATION NO. 13		3. EFFECTIVE DATE June 28, 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne Corporation 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3139				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE		11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

In Task 1.0 LOGISTICS of the Statement of Work, subtask 1.4.2.3. Substore Management is revised in its entirety by incorporation of the enclosed two pages.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) <i>James A. Gallagher, Program Manager</i>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY <i>[Signature]</i> (Signature of person authorized to sign)	15C. DATE SIGNED 7/12/00	16B. UNITED STATES OF AMERICA BY <i>Marc Hudson</i> (Signature of Contracting Officer)	16C. DATE SIGNED June 28, 2000

1.4.2.3 Substore Management

a. General requirements - The Contractor shall comply with the general requirements specified in Task 1.4.a., as applicable. The Contractor shall comply with the FPMR, Subchapter E, Subpart 101-27.304, as revised.

b. Description of work - The Contractor shall manage all supported substores. These substores are mini-warehousing operations established within a customer's area and manned by Contractor substore attendants. The Contractor shall provide backup attendants as needed.

Substore attendants serve the customer group with a variety of tasks. The precise scope of these tasks shall be negotiated between the customer, Contractor and TR. Duties generally include receiving, storing, issuing and replenishing Stores Stock, Program Stock and Standby Stock, as well as nonstock materials procured through the Glenn procurement system. For all stored items, the Contractor shall maintain records that include stock or part numbers, item names, unit of issue, unit price, the stock level and the stock resupply point. Maintaining stock shall include a shelf-life program and rotation of stock.

Duties may also include administrative support to aid in the purchase of material for the substores. The Contractor shall obtain pricing, prepare and send purchase request for Government approval, receive and inspect order, contact vendor on discrepancies, and complete dispute form (if required), Government personnel will approve the purchase, place the order, review and sign the monthly statements.

Duties may involve use of material handling equipment, saws, drill presses, shears, hoists, cranes and other equipment. The Contractor personnel shall be trained and licensed to use specific equipment and handle hazardous materials as needed. Substore attendants shall access and input into customer computerized databases, NSMS and automated procurement systems. Substore attendants shall track and follow-up on procurements, tool issues, toolboxes, MSDS's, equipment maintenance and laundry services. Attendants shall be involved in periodic or on-demand inventories. When a new substore area is created, the duties shall involve planning, layout and arranging stocked materials.

Substore areas shall be clean and free of litter.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Substore attendants shall bin and issue materials accurately. Stocked material levels shall be maintained to ensure an adequate supply to satisfy customers' needs. All input entries into NSMS shall be accurate.

d. Schedule - The Contractor shall support the hours of operation requested by the customer.

e. Documentation - The Contractor shall provide the TR with current substore attendant assignment records that shall include location, phone, duty hours and Government points-of-contact. Substore attendant shall maintain all hand written stock requisitions for the appropriate time frame. Documentation associated with the material purchases shall be retained by the Contractor for review by the TR.

2. AMENDMENT/MODIFICATION NO. 14	3. EFFECTIVE DATE 7/21/00	4. REQUISITION/PURCHASE NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191	7. ADMINISTERED BY (If other than Item 6) CODE
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191	<input type="checkbox"/>	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	<input checked="" type="checkbox"/>	10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179
		10B. DATED (SEE ITEM 13) November 1, 1999

CODE BX 34	FACILITY CODE
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11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Clause No. H.3 in the basic contract is replaced in its entirety by a new clause H.3 entitled SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (NFS 1852.204-76) (JUN 2000), contained in the 5 pages attached hereto.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jack A. Kelly - CFO	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer
15B. CONTRACTOR/OFFEROR BY <u>[Signature]</u> (Signature of person authorized to sign)	15C. DATE SIGNED 7/20/00
16B. UNITED STATES OF AMERICA BY <u>[Signature]</u> (Signature of Contracting Officer)	16C. DATE SIGNED 7/21/00

H.3 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (NFS 1852.204-76) (JUN 2000)

(a) The Contractor shall comply with the security requirements outlined in NASA Policy Directive (NPD) 2810.1, Security of Information Technology, and NASA Procedures and Guidelines (NPG) 2810.1, Security of Information Technology. These policies apply to all IT systems and networks under NASA's purview operated by or on behalf of the Federal Government, regardless of location.

(b)(1) The Contractor shall ensure compliance by its employees with Federal directives and guidelines that deal with IT Security including, but not limited to, OMB Circular A-130, Management of Federal Information Resources, OMB Circular A-130 Appendix III, Security of Federal Automated Information Resources, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.), and all applicable Federal Information Processing Standards (FIPS).

(2) All Federally owned information is considered sensitive to some degree and must be appropriately protected by the Contractor as specified in applicable IT Security Plans. Types of sensitive information that may be found on NASA systems that the Contractor may have access to include, but are not limited to --

(i) Privacy Act information (5 U.S.C. 552a et seq.);

(ii) Export Controlled Data, (e.g. Resources protected by the International Traffic in Arms Regulations (22 C.F.R Parts 120-130)).

(3) The Contractor shall ensure that all systems connected to a NASA network or operated by the Contractor for NASA conform with NASA and Center security policies and procedures.

(c)(1) The contractor's screening of contractor personnel will be conducted in accordance with NPG 2810.1, Section 4.5 for personnel requiring unescorted or unsupervised physical or electronic access to NASA systems, programs, and data.

(2) The Contractor shall ensure that all such employees have at least a National Agency Check investigation. The Contractor shall submit a personnel security questionnaire (NASA Form 531), Name Check Request for National Agency Check (NAC) investigation, and Standard Form 85P, Questionnaire for Public Trust Positions, (for specified sensitive positions), and a Fingerprint Card (FD-258 with NASA overprint in Origin Block) to the Center Chief of Security for each Contractor employee requiring screening. The required forms may be obtained from the Center Chief of Security. In the event that the NAC is not satisfactory, access shall not be granted. At the option of the Government, background

screenings may not be required for employees with recent or current Federal Government investigative clearances.

(3) The Contractor shall have an employee checkout process that ensures --

(i) Return of badges, keys, electronic access devices and NASA equipment;

(ii) Notification to NASA of planned employee terminations at least three days in advance of the employee's departure. In the case of termination for cause, NASA shall be notified immediately. All NASA accounts and/or network access granted terminated employees shall be disabled immediately upon the employee's separation from the Contractor; and

(iii) That the terminated employee has no continuing access to systems under the operation of the Contractor for NASA. Any access must be disabled the day the employee separates from the Contractor.

(4) Granting a non-permanent resident alien (foreign national) access to NASA IT resources requires special authorization. The Contractor shall obtain authorization from the Center Chief of Security prior to granting a non-permanent resident alien access to NASA IT systems and networks.

(d)(1) The Contractor shall ensure that its employees with access to NASA information resources receive annual IT security awareness and training in NASA IT Security policies, procedures, computer ethics, and best practices.

(2) The Contractor shall employ an effective method for communicating to all its employees and assessing that they understand any Information Technology Security policies and guidance provided by the Center Information Technology Security Manager (CITSM) and/or Center CIO Representative as part of the new employee briefing process. The Contractor shall ensure that all employees represent that they have read and understand any new Information Technology Security policy and guidance provided by the CITSM and Center CIO Representative over the duration of the contract.

(3) The Contractor shall ensure that its employees performing duties as system and network administrators in addition to performing routine maintenance possess specific IT security skills. These skills include the following:

(i) Utilizing software security tools.

(ii) Analyzing logging and audit data.

(iii) Responding and reporting to computer or network incidents as per NPG 2810.1.

(iv) Preserving electronic evidence as per NPG 2810.1.

(v) Recovering to a safe state of operation.

(4) The Contractor shall provide training to employees to whom they plan to assign system administrator roles. That training shall provide the employees with a full level of proficiency to meet all NASA system administrators' functional requirements. The Contractor shall have methods or processes to document that employees have mastered the training material, or have the required knowledge and skills. This applies to all system administrator requirements.

(e) The Contractor shall promptly report to the Center IT Security Manager any suspected computer or network security incidents occurring on any system operated by the Contractor for NASA or connected to a NASA network. If it is validated that there is an incident, the Contractor shall provide access to the affected system(s) and system records to NASA and any NASA designated third party so that a detailed investigation can be conducted.

(f) The Contractor shall develop procedures and implementation plans that ensure that IT resources leaving the control of an assigned user (such as being reassigned, repaired, replaced, or excessed) have all NASA data and sensitive application software permanently removed by a NASA- approved technique. NASA-owned applications acquired via a "site license" or "server license" shall be removed prior to the resources leaving NASA's use. Damaged IT storage media for which data recovery is not possible shall be degaussed or destroyed. If the assigned task is to be assumed by another duly authorized person, at the Government's option, the IT resources may remain intact for assignment and use of the new user.

(g) The Contractor shall afford NASA, including the Office of Inspector General, access to the Contractor's and subcontractor's facilities, installations, operations, documentation, databases and personnel. Access shall be provided to the extent required to carry out a program of IT inspection, investigation and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of NASA data, and to preserve evidence of computer crime.

(h)(1) The Contractor shall document all vulnerability testing and risk assessments conducted in accordance with NPG 2810.1 and any other IT security requirements specified in the contract or

as directed by the contracting officer.

(2) The results of these tests shall be provided to the Center IT Security Manager. Any contractor system(s) connected to a NASA network or operated by the contractor for NASA may be subject to vulnerability assessment or penetration testing as part of the Center's IT security compliance assessment and the Contractor shall be required to assist in the completion of these activities.

(3) A decision to accept any residual risk shall be the responsibility of NASA. The Contractor shall notify the NASA system owner and the NASA data owner within 5 working days if new or unanticipated threats or hazards are discovered by the Contractor, made known to the Contractor, or if existing safeguards fail to function effectively. The Contractor shall make appropriate risk reduction recommendations to the NASA system owner and/or the NASA data owner and document the risk or modifications in the IT Security Plan.

(i) The Contractor shall develop a procedure to accomplish the recording and tracking of IT System Security Plans, including updates, and IT system penetration and vulnerability tests for all NASA systems under its control or for systems outsourced to them to be managed on behalf of NASA. The Contractor must report the results of these actions directly to the Center IT Security Manager.

(j) When directed by the contracting officer, the contractor shall submit for NASA approval a post-award security implementation plan outlining how the contractor intends to meet the requirements of NPG 2810.1. The plan shall subsequently be incorporated into the contract as a compliance document after receiving Government approval. The plan shall demonstrate thorough understanding of NPG 2810.1 and shall include as a minimum, the security measures and program safeguards to ensure that IT resources acquired and used by contractor and subcontractor personnel --

(1) Are protected from unauthorized access, alteration, disclosure, or misuse of information processed, stored, or transmitted;

(2) Can maintain the continuity of automated information support for NASA missions, programs, and functions;

(3) Incorporate management, general, and application controls sufficient to provide cost-effective assurance of the systems' integrity and accuracy;

(4) Have appropriate technical, personnel, administrative,

environmental, and access safeguards;

(5) Document and follow a virus protection program for all IT resources under its control; and

(6) Document and follow a network intrusion prevention program for all IT resources under its control.

(k) Prior to selecting any IT security solution, the Contractor shall consult with their Center IT Security Manager to ensure interoperability and compatibility with other systems with which there is a data or system interface requirement.

(l) The Contractor shall comply with all Federal and NASA encryption requirements for NASA flight programs (e.g., secure flight termination systems, encryption for satellite uplinks, encryption for flight and satellite command and control for both up and down link) and involve the Center COMSEC (communications security) Manager when selecting encryption solutions.

(m) The Contractor shall incorporate this clause in all subcontracts where the requirements identified in this clause are applicable to the performance of the subcontract.

(End of clause)

AMENDMENT OF SOLICITATION/ MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 of 3		
2. AMENDMENT/MODIFICATION NO. 15		3. EFFECTIVE DATE July 31, 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191			CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne Corporation 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3139				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input checked="" type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

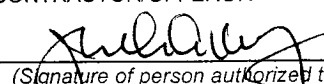
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

As of the effective date of this Modification, the current baseline, Cost Incentive Fee, Technical Performance Incentive Fee, Award Fee, and cumulative Task Orders are as set forth in the second and third pages attached hereto and made a part hereof.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) Jack A. Kelly - CFO		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 7/31/00	16B. UNITED STATES OF AMERICA BY Marc Hudson (Signature of Contracting Officer)	16C. DATE SIGNED July 31, 2000

A. Adjust baseline for actual Cost Incentive Fee, Technical Performance Incentive Fee and Award Fee earned.

Prior Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	175,868	154,826	185	12,865,449
Task 2.0, 3.0, 4.0		10,617,638	207,350	377,407	1,230	11,203,625
Task 6.0 & 7.0		15,109,893	355,911	78,943	6,792	15,551,539
Reporting		0	0	35,703	0	35,703
Award Fee		0	0	0	271,353	271,353
Total Baseline		38,406,707	739,129	646,879	279,560	40,072,275

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Task 1.0 & 5.0		0	15,178	4,597	0	19,775
Task 2.0, 3.0, 4.0		0	17,816	9,283	0	27,099
Task 6.0 & 7.0		0	31,134	2,166	0	33,300
Reporting		0	0	1,282	0	1,282
Award Fee		0	0		(27,272)	(27,272)
Total Adjustment to Fee		0	64,128	17,328	(27,272)	54,184

New Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0		10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0		15,109,893	387,045	81,109	6,792	15,584,839
Reporting		0	0	36,985	0	36,985
Award Fee		0	0	0	244,081	244,081
Total Baseline		38,406,707	803,257	664,207	252,288	40,126,459

B. Amount added to baseline on Task Orders approved from May 1, 2000 through July 31, 2000.

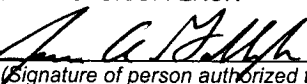
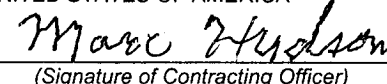
Baseline for Base Period	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0	10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0	15,109,893	387,045	81,109	6,792	15,584,839
Reporting	0	0	36,985	0	36,985
Award Fee	0	0	0	244,081	244,081
Total Baseline as of Mod 10	38,406,707	803,257	664,207	252,288	40,126,459

Task Order (347) Baseline Changes
May 2000-July 2000

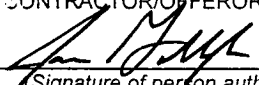
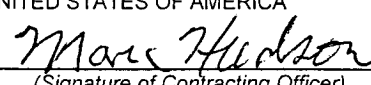
Task 1.0 & 5.0	0	0	0	0	0
Task Orders #208					
Task 2.0, 3.0, 4.0	0	0	0	0	0
None					
Task 6.0 & 7.0	572,080	13,013	13,013	2,893	600,999
Task Orders #172,175,152,201,52,171,184A,192,151					
206,187,190,191,128,169,105,117,183,207,115,150,127					
193,160,174,145,189,173					
Changes	572,080	13,013	13,013	2,893	600,999

New Amounts

Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0	10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0	15,681,973	400,058	94,122	9,685	16,185,838
Reporting	0	0	36,985	0	36,985
Award Fee	0	0	0	244,081	244,081
Total Baseline	38,978,787	816,270	677,220	255,181	40,727,458

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 213	
2. AMENDMENT/MODIFICATION NO. 16		3. EFFECTIVE DATE 10/25/2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY BA Lewis Research Center Marc, Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6)			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the "Changes" clause					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) This Modification is to accomplish the following five purposes: 1. to incorporate task orders # 1 - 200. 2. to incorporate technical directions # 1 - 4. 3. to incorporate wording changes as the result of changes to the performance standards for the 2 nd fee period. 4. to eliminate references to the attachments, with the exception of Attachment A - Performance Standards and Attachment B - Equipment. 5. to change the center name to Glenn Research Center.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15a. NAME AND TITLE OF SIGNER (Type or print) JES A. GAVATHER, PROGRAM MANAGER				15a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer			
15b. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)		15c. DATE SIGNED 10/25/00		16b. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)		16c. DATE SIGNED 10/25/2000	

AMENDMENT OF SOLICITATION/ MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 26	
2. AMENDMENT/MODIFICATION NO. 17		3. EFFECTIVE DATE Oct 27 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY A Glenn Research Center Marc, Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.			
				<input type="checkbox"/> 9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179			
				<input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the "Changes" clause					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) This Modification is to accomplish the following three purposes: 1. revise the performance standards for the 3 rd fee period from November 1, 2000 through April 30, 2001 2. revise the positive adjustment factor (PAF) and negative adjustment factor (NAF) in accordance with the performance standards. 3. revise the times associated with the priority codes in task 4.1.							

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15a. NAME AND TITLE OF SIGNER (Type or print) James Gallagher, Program Manager		15a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
BY  (Signature of person authorized to sign)	15C. DATE SIGNED 11/16/00	BY  (Signature of Contracting Officer)	16C. DATE SIGNED 10/27/00

Performance Requirements Summary
At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
1.0 <u>LOGISTICS</u>	15%	13.971% 93.14%	12.307% 82.05%
2.0 <u>IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
3.0 <u>PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
4.0 <u>METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
5.0 <u>LIBRARY SERVICES</u>	10%	9.076% 90.76%	7.780% 77.80%
6.0 <u>ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
7.0 <u>CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.289%	79.729%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	23.047% 92.19%	20.087% 80.35%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.289%	79.729%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	92.19%	80.35%	125%	3.201	8.446	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
N 9179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

MOC-1 Performance Standards
N. 9179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
1.0 Logistics		15%						
1.1 Property Management Services		27%						
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
1.2 Freight Traffic		19%						
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received, processed and delivered within 24 hours after receipt at the dock.	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
1.4 Supply Management		27%						
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
28	2.0 Imaging Technology	Chemical analysis of the average daily data points collected shall be within specifications.	95%	90%	TR will conduct a weekly check of chemical analysis logs.	20%		
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 30 days of the close of the work order.	95%	90%	Contractor shall submit a weekly financial report to the PIMS system.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%		
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 3 working days of receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day of the month.	88%	75%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filed within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	14%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.08%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.86%	
	6.4 Organization Development and Training Support						6.75%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.68%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		21.29%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.95%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.91%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.78%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		12.63%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.52%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.72%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.12%	
113	6.17 Technology Conference Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.65%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.50%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.85%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.16%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.55%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.77%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.78%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
85	7.10 0210/Resources Analysis and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.25%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.94%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		9.13%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.89%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.03%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.78%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.98%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.49%	

MOC-1 Performance Standards
N 9179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.63%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.33%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.79%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.87%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.47%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.16%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.34%	

MOC-1 Performance Standards

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.78%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.65%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.84%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.94%	
							100%	100%

Task 4.0 METROLOGY

a. General requirements - The Contractor shall comply with NASA Equipment Management NPD 4200.1, as revised; NASA Equipment Management System (NEMS) User's Guide for Property Custodians, NPG 4200.2B, as revised; NPG 5300.4 (2b-3), Management of Government Quality Assurance Functions for NASA Contracts, dated December 24, 1997; NPD 8730.1, Metrology and Calibration, dated May 22, 1998; Metrology Program, Product Assurance Instruction (PAI) 355, as revised. The ISO 9000 International Quality Management and Quality Assurance Standards requirement is now in the implementation phase at NASA. Metrology Services have been ISO 9000-compliant since mid-year 1998. The Contractor shall comply with NASA Quality Management System Policy, ISO 9000, NPD 8730.3, as revised; and the Handbook for the Interpretation and Application of American National Standard Institute/National Conference of Standards Laboratories (ANSI/NCSL) Z540-1, as revised

b. Description of work - The Contractor shall provide all services and necessary equipment not identified as IAGP (Refer to Attachment B) to support the day-to-day metrology services for Glenn research and development activities. The Contractor shall provide the necessary administrative requirements to establish subcontracts when in-house repair or calibration capabilities are insufficient.

The Contractor shall process all newly acquired Inspection, Measuring and Test Equipment (IMTE), all factory returns, warranty and service repairs. All equipment and materials received will be processed in accordance with specifications detailed in task 1.0 Logistics. The Contractor shall maintain the Glenn IMTE tracking database. This includes issuing calibration recall notices for all IMTE contained in the database and informing the Office of Safety and Assurance Technologies (OSAT) when there is no response. All database information shall be updated as required by CLP 3.5.2 Control of Inspection, Measuring and Test Equipment.

Metrology Services Calibration Facilities are located in Building 21 and Building 5 on NASA property and consist of five environmentally sound work laboratories. The facility located in Building 21 contains four laboratories - Primary Electrical, Primary Pressure, General Calibration and Special Projects. Building 5 contains the Flow Laboratory.

Refer to <http://ltwebp.lerc.nasa.gov/mshome.htm>.

4.1 Calibration Services

a. General requirements - The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.

b. Description of work - The Contractor shall inspect all new Government-provided or Contractor-acquired instruments; repair and maintain instrument service history and maintain a systematic instrument maintenance and calibration program for specified instruments.

The Contractor shall troubleshoot, repair, assemble and maintain Government research and test instruments including exhaust gas analysis systems. The Contractor shall generate and maintain

instrument and maintenance data for evaluating repair effectiveness. This effort may require travel to on-site facilities when equipment to be calibrated and/or repaired must remain in the facilities. Employees who perform this task shall maintain a security classification of *SECRET*. The Contractor shall operate and maintain on-site fluid-flow calibration systems.

The Contractor shall be responsible for the periodic calibration and certification of the Government-supplied reference standards by, or traceable to, the National Institute of Standards and Technology (NIST). Work under this task is limited to scheduling the calibration of these standards consistent with established recall procedures and providing suitable packaging and transportation of the reference standards to and from the servicing laboratory.

The Contractor shall institute and maintain a system of accounting and inventory control for all items of hardware to be repaired and/or maintained.

The Contractor shall inspect new research and test equipment to ensure compliance with manufacturers' specifications and shall use Government-supplied or approved procedures for instrument testing. Where no procedures exist, the Contractor shall prepare new procedures and submit them to the TR for approval.

User evaluations shall be generated with each work order and sent to the customers upon completion of the work order.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task.

d. Schedule - IMTE shall be picked up from users for calibration and repair, and delivered to users after calibration and repair daily. Calibration shall be completed in accordance with the priority negotiated with the customer. Priorities are as follows.

*New or Original Equipment Manufacturer (OEM) Repaired Equipment
Acceptance Testing*

Priority A	Within ten working days
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General Repair and Calibration

Priority B	One to five calendar days
Priority C	Six to 18 5 calendar days
Priority D	<u>19 to 33</u> 16 to 30 calendar days
Priority E	<u>34 to 63</u> 31 to 90 calendar days
Priority F	<u>64 to 93</u> calendar days

e. Documentation - All information related to work orders shall be entered into the calibration laboratory database daily. This includes but is not limited to the generation of new work orders; the close out of completed work orders, and the change of status of work in progress. The information contained in the calibration laboratory database shall be maintained completely and accurately. Equipment pick and delivery manifests shall be generated daily by the contractor.

User evaluations shall be generated with each work order and sent to the customer upon completion of the work order. The Contractor shall also generate a weekly chargeback report for the Resource Analysis and Management Office (RAMO). This report shall facilitate the transferring of funds based on job order numbers. The Contractor shall send out mandatory recall notices monthly as a reminder to customers on pending preventative maintenance and/or calibrations. The Contractor shall provide OSEMA, by the 15th day of each month, with a report listing noncompliance to mandatory recall notices. The Contractor shall provide the TR, by the 10th day of the following month, a monthly production report that shows overall production of Calibration Services by individual work centers. The Contractor shall maintain reports and documentation in database files for review by the TR. The Contractor shall account for productive time in the Cal Lab database, Labmate.

4.2 Instrument Pool

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.
- b. Description of work - The Contractor shall operate and maintain the Glenn Instrument Pool of electronic and electromechanical instrumentation. The Contractor shall receive, store, issue and deliver pool equipment that requires repair, calibration and/or acceptance testing. The Contractor shall also identify and process for redistribution or disposal those pool items that are excess, obsolete, damaged, beyond economical repair (BER) or no longer required for Glenn's use. The Contractor shall assist the TR in determining future pool equipment requirements and shall also maintain daily tracking of prescribed pool equipment using existing software. The Contractor shall maintain the Instrument Pool database.

The contractor shall develop an on-going marketing plan for the purpose of integration and sales of IMTE to the research community in support of the LTID market economy to promote the use of the instrument pool and the calibration facilities. This will involve understanding the LTID market economy process and monitoring the data to insure the metrology market economy goals are being met.

Marketing will include the interface with the Glenn technical community to understand their measurement and hardware needs for research support. All instrument pool requests shall be documented to insure user's needs are met with the instrumentation available to issue from the pool. If equipment is not available, the Contractor shall maintain a log and insure IMTE is recommended for purchase during the following forecast period, or if that instrument is returned to the pool from the user community, that it will be offered to meet the user's needs.

The Contractor shall be familiar with the basic measurement capabilities of different electrical and physical IMTE and associated groups of equipment in order to recommend the appropriate IMTE that meets the customers' needs. These needs will need to be effectively communicated to the Equipment Service Representative(s). Basic knowledge shall include an understanding of AC and DC voltage and current; frequency and time; resistance; video cameras and video tape recorders; pressure transducers; power supplies; thermocouple temperature, and office equipment.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall maintain an error free on-line database of available instrumentation for customer access. The Contractor shall maintain the Instrument Pool data in the NEMS database.

d. Schedule - A selection of commonly used pool equipment shall be available for immediate access by the customers. Hours of operation shall be Monday through Friday, 8 a.m. to 4 p.m.

e. Documentation - The Contractor shall provide an annual report on the physical inventory of the Instrument Pool. The report shall be submitted by the last day of the fiscal year. The Contractor shall maintain the Instrument Pool equipment database by using existing Clarion database software. A monthly report on all transactions for the Instrument Pool shall be submitted to the TR by the 10th day of the following month.

The contractor shall provide monthly reports documenting the types of equipment issued to the users, the IMTE being returned, the associated costs, verifying the validity of task numbers and generating full cost accounting chargeback reports. Reports shall be submitted to the TR by the 10th day of the following month.

4.3 Dimensional Calibration

a. General requirements – The Contractor shall comply with the general requirements specified in Task 4.0.a., as applicable.

b. Description of work – The Contractor shall test, calibrate, and repair mechanical dimensional, electromechanical and electronic measuring, recording, and indicating instrument and equipment for conformance to established standards and assist in formulation of calibration standards. The Contractor shall plan sequence of testing and calibration procedures for equipment according to blueprints, schematics, technical manuals, and other specification. The Contractor shall set up standard special purpose laboratory equipment to test, evaluate, and calibrate other instruments and test equipment, using hand tools, and inspect components for defects. The contractor shall measure parts of conformity with specifications, using micrometers, calipers, and other precision instruments. The Contractor shall align, repair, replace, and balance component parts and circuitry. The Contractor shall reassemble and calibrate instruments and equipment. The Contractor shall devise formulas to resolve problems in measurements and calibrations. The Contractor shall use, maintain, and care for reference, transfer and working standards. The Contractor shall assist engineers, supervisors, and area coordinators in formulating test, calibration, repair and evaluation plans and procedures to maintain precision accuracy of measure, recording and indicating instrument and equipment.

The Contractor shall follow Glenn Center level procedures, work instructions, and all procedures, policies and practices of the Glenn Research Center. If and when the time permits, the dimensional tech will be required to train in other areas of the Calibration Lab for future cross-utilization. In addition, the dimensional person will be required to cross-train other lab personnel in dimensional calibration to allow coverage n their area during their absence and

utilize/cross-utilization in the Demensional Lab. This includes, but is not limited to pressure, flow, mass and electrical calibration.

c. Quality standards – The contractor shall comply with the general requirements specified in paragraph a. of this task.

d. Schedule – Contractor shall comply with the same schedule requirements identified in task 4.1.d.

e. Documentation – The Contractor shall comply with the same documentation requirements identified in task 4.1.e.

(End of Task 4.0)

2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">18</div>	3. EFFECTIVE DATE <div style="text-align: center;">Nov. 1, 2000</div>	4. REQUISITION/PURCHASE NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Glenn Research Center Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		7. ADMINISTERED BY (If other than Item 6)	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne, Inc. Mail Stop 21-10 21000 Brookpark Road Cleveland, OH 44135		<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. <div style="text-align: center;">NAS3-99179</div> <input type="checkbox"/> 10B. DATED (SEE ITEM 13) <div style="text-align: center;">Nov. 1, 1999</div> </div> <div style="border-left: 1px solid black; padding-left: 5px;"> <div style="display: flex; justify-content: space-between;"> <div>CODE</div> <div>FACILITY CODE</div> </div> </div> </div>	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input checked="" type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES CLAUSE. THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The following new Wage Determinations issued by the Department of Labor are attached hereto and made a part of the contract:

2416
Wage Determination 1994-~~1624~~ Revision No.: 14 (11 pages)

Wage Determination 2000-0658 Revision No.: 8 (1 page)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.	
15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <div style="text-align: center;">Marc Hudson, Contracting Officer</div>
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA
BY _____ (Signature of person authorized to sign)	BY <u>Marc Hudson</u> (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED <div style="text-align: center;">11/7/00</div>

From: my.name.1@gsfc.nasa.gov
Date: Tue, 07 Nov 2000 11:06:59 -0500
X-Mailer: Mozilla 4.51 [en] (Win98; I)
X-Accept-Language: en
To: Larry.M.Hudson@lerc.nasa.gov
Subject: 94-2416

<http://kirk.fedworld.gov/sca/sca/94-2416.txt>

94-2416 OH,CLEVELAND 09/26/00

FOR OFFICIAL USE ONLY BY FEDERAL AGENCIES PARTICIPATING IN MOU WITH DOL
WASHINGTON D.C. 20210

Wage Determination No.: 1994-2416
William W.Gross Division of | Revision No.: 14
Director Wage Determinations| Date Of Last Revision: 09/18/2000

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga,
Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Wayne

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION TITLE	MINIMUM WAGE RATE
Administrative Support and Clerical Occupations	
Accounting Clerk I	7.90
Accounting Clerk II	10.06
Accounting Clerk III	11.82
Accounting Clerk IV	14.46
Court Reporter	13.17
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	10.97
Duplicating Machine Operator	10.96
Film/Tape Librarian	10.47
General Clerk I	7.50
General Clerk II	8.53
General Clerk III	10.96
General Clerk IV	12.20
Housing Referral Assistant	15.16
Key Entry Operator I	8.07
Key Entry Operator II	9.69
Messenger (Courier)	7.50
Order Clerk I	8.60
Order Clerk II	10.22
Personnel Assistant (Employment) I	9.84

Personnel Assistant (Employment) II	11.06
Personnel Assistant (Employment) III	12.98
Personnel Assistant (Employment) IV	15.16
Production Control Clerk	15.16
Rental Clerk	10.47
Scheduler, Maintenance	10.47
Secretary I	10.47
Secretary II	12.98
Secretary III	15.16
Secretary IV	16.56
Secretary V	19.34
Service Order Dispatcher	10.47
Stenographer I	9.33
Stenographer II	10.47
Supply Technician	16.56
Survey Worker (Interviewer)	12.98
Switchboard Operator-Receptionist	9.03
Test Examiner	12.98
Test Proctor	12.98
Travel Clerk I	8.84
Travel Clerk II	9.48
Travel Clerk III	10.18
Word Processor I	9.51
Word Processor II	13.54
Word Processor III	14.76
Automatic Data Processing Occupations	
Computer Data Librarian	9.37
Computer Operator I	9.09
Computer Operator II	11.95
Computer Operator III	14.16
Computer Operator IV	16.92
Computer Operator V	18.75
Computer Programmer I (1)	14.17
Computer Programmer II (1)	15.84
Computer Programmer III (1)	20.10
Computer Programmer IV (1)	23.87
Computer Systems Analyst I (1)	20.49
Computer Systems Analyst II (1)	23.48
Computer Systems Analyst III (1)	27.63
Peripheral Equipment Operator	9.64
Automotive Service Occupations	
Automotive Body Repairer, Fiberglass	19.36
Automotive Glass Installer	18.02
Automotive Worker	18.02
Electrician, Automotive	18.73
Mobile Equipment Servicer	16.45
Motor Equipment Metal Mechanic	19.36
Motor Equipment Metal Worker	18.02
Motor Vehicle Mechanic	19.36
Motor Vehicle Mechanic Helper	15.71
Motor Vehicle Upholstery Worker	17.21

Motor Vehicle Wrecker	18.02	
Painter, Automotive	18.73	
Radiator Repair Specialist	18.02	
Tire Repairer	15.89	
Transmission Repair Specialist	19.36	
Food Preparation and Service Occupations		
Baker	11.47	
Cook I	10.46	
Cook II	11.47	
Dishwasher	8.25	
Food Service Worker	8.25	
Meat Cutter	11.47	
Waiter/Waitress	8.84	
Furniture Maintenance and Repair Occupations		
Electrostatic Spray Painter	18.73	
Furniture Handler	13.89	
Furniture Refinisher	18.73	
Furniture Refinisher Helper	15.71	
Furniture Repairer, Minor	17.22	
Upholsterer	18.73	
General Services and Support Occupations		
Cleaner, Vehicles	8.25	
Elevator Operator	8.25	
Gardener	10.46	
House Keeping Aid I	8.25	
House Keeping Aid II	8.71	
Janitor	8.25	
Laborer, Grounds Maintenance	8.84	
Maid or Houseman	7.67	
Pest Controller	10.95	
Refuse Collector	8.25	
Tractor Operator	10.00	
Window Cleaner	8.84	
Health Occupations		
Dental Assistant	13.40	
Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver		10.93
Licensed Practical Nurse I	8.71	
Licensed Practical Nurse II	9.77	
Licensed Practical Nurse III	10.93	
Medical Assistant	9.77	
Medical Laboratory Technician	9.77	
Medical Record Clerk	9.77	
Medical Record Technician	13.54	
Nursing Assistant I	7.10	
Nursing Assistant II	7.98	
Nursing Assistant III	8.71	
Nursing Assistant IV	9.77	
Pharmacy Technician	12.19	
Phlebotomist	9.77	
Registered Nurse I	13.54	
Registered Nurse II	16.57	

Registered Nurse II, Specialist	16.57	
Registered Nurse III	20.05	
Registered Nurse III, Anesthetist	20.05	
Registered Nurse IV	24.02	
Information and Arts Occupations		
Audiovisual Librarian	16.56	
Exhibits Specialist I	15.21	
Exhibits Specialist II	17.70	
Exhibits Specialist III	20.40	
Illustrator I	15.21	
Illustrator II	17.70	
Illustrator III	20.40	
Librarian	19.34	
Library Technician	12.98	
Photographer I	12.04	
Photographer II	15.21	
Photographer III	17.70	
Photographer IV	20.40	
Photographer V	23.77	
Laundry, Dry Cleaning, Pressing and Related Occupations		
Assembler	7.00	
Counter Attendant	7.00	
Dry Cleaner	8.79	
Finisher, Flatwork, Machine	7.00	
Presser, Hand	7.00	
Presser, Machine, Drycleaning	7.00	
Presser, Machine, Shirts	7.00	
Presser, Machine, Wearing Apparel, Laundry		7.00
Sewing Machine Operator	9.39	
Tailor	9.98	
Washer, Machine	7.59	
Machine Tool Operation and Repair Occupations		
Machine-Tool Operator (Toolroom)	18.73	
Tool and Die Maker	21.42	
Material Handling and Packing Occupations		
Forklift Operator	13.20	
Fuel Distribution System Operator	16.45	
Material Coordinator	13.54	
Material Expediter	13.54	
Material Handling Laborer	11.34	
Order Filler	11.02	
Production Line Worker (Food Processing)		12.36
Shipping Packer	12.06	
Shipping/Receiving Clerk	12.06	
Stock Clerk (Shelf Stocker; Store Worker II)		13.73
Store Worker I	11.28	
Tools and Parts Attendant	14.22	
Warehouse Specialist	12.36	
Mechanics and Maintenance and Repair Occupations		
Aircraft Mechanic	19.36	
Aircraft Mechanic Helper	15.71	

Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	19.36
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	13.46
Electronics Technician, Maintenance II	17.16
Electronics Technician, Maintenance III	22.27
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	16.26
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.36
Instrument Mechanic	19.36
Laborer	13.07
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	19.36
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	18.73
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45
Miscellaneous Occupations	
Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13

Embalmer	18.55	
Lifeguard	9.03	
Mortician	16.57	
Park Attendant (Aide)	11.34	
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)		9.03
Recreation Specialist	14.04	
Recycling Worker	10.00	
Sales Clerk	9.03	
School Crossing Guard (Crosswalk Attendant)		8.25
Sport Official	9.03	
Survey Party Chief (Chief of Party)	14.53	
Surveying Aide	8.27	
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)		13.04
Swimming Pool Operator	11.47	
Vending Machine Attendant	10.00	
Vending Machine Repairer	11.47	
Vending Machine Repairer Helper	10.00	
Personal Needs Occupations		
Child Care Attendant	10.13	
Child Care Center Clerk	12.64	
Chore Aid	7.67	
Homemaker	14.04	
Plant and System Operation Occupations		
Boiler Tender	19.36	
Sewage Plant Operator	18.73	
Stationary Engineer	19.36	
Ventilation Equipment Tender	16.45	
Water Treatment Plant Operator	18.73	
Protective Service Occupations		
Alarm Monitor	11.72	
Corrections Officer	14.88	
Court Security Officer	15.21	
Detention Officer	14.88	
Firefighter	15.37	
Guard I	6.78	
Guard II	11.72	
Police Officer	18.22	
Stevedoring/Longshoremen Occupations		
Blocker and Bracer	14.18	
Hatch Tender	14.18	
Line Handler	14.18	
Stevedore I	13.54	
Stevedore II	14.74	
Technical Occupations		
Air Traffic Control Specialist, Center (2)	26.07	
Air Traffic Control Specialist, Station (2)	17.98	
Air Traffic Control Specialist, Terminal (2)	19.79	
Archeological Technician I	9.08	
Archeological Technician II	10.16	
Archeological Technician III	12.58	
Cartographic Technician	17.75	

Civil Engineering Technician	17.75	
Computer Based Training (CBT) Specialist/ Instructor	20.49	
Drafter I	9.85	
Drafter II	12.04	
Drafter III	15.21	
Drafter IV	19.39	
Engineering Technician I	12.34	
Engineering Technician II	13.86	
Engineering Technician III	16.02	
Engineering Technician IV	18.63	
Engineering Technician V	22.41	
Engineering Technician VI	26.41	
Environmental Technician	16.92	
Flight Simulator/Instructor (Pilot)	23.17	
Graphic Artist	20.49	
Instructor	19.06	
Laboratory Technician	14.16	
Mathematical Technician	18.63	
Paralegal/Legal Assistant I	12.98	
Paralegal/Legal Assistant II	16.56	
Paralegal/Legal Assistant III	20.27	
Paralegal/Legal Assistant IV	24.51	
Photooptics Technician	18.63	
Technical Writer	20.67	
Unexploded (UXO) Safety Escort	16.57	
Unexploded (UXO) Sweep Personnel	16.57	
Unexploded Ordnance (UXO) Technician I	16.57	
Unexploded Ordnance (UXO) Technician II	20.05	
Unexploded Ordnance (UXO) Technician III	24.02	
Weather Observer, Combined Upper Air and Surface Programs (3)	14.16	
Weather Observer, Senior (3)	16.92	
Weather Observer, Upper Air (3)	14.16	
Transportation/ Mobile Equipment Operation Occupations		
Bus Driver	14.04	
Parking and Lot Attendant	7.86	
Shuttle Bus Driver	9.97	
Taxi Driver	9.52	
Truckdriver, Heavy Truck	14.68	
Truckdriver, Light Truck	9.97	
Truckdriver, Medium Truck	14.04	
Truckdriver, Tractor-Trailer	17.86	

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay

for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of

basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard including working with or in close proximity to explosives and incendiary materials involved in research, testing, manufacturing, inspection, renovation, maintenance, and disposal. Such as: Screening, blending, dying, mixing, and pressing of sensitive explosives pyrotechnic compositions such

as lead azide, black powder and photoflash power. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive explosives and incendiary materials. All operations involving regarding and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard. Including working with or in close proximity to explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation and, possibly adjacent employees, irritation

of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used.

All operations involving, unloading, storage, and hauling of explosive and incendiary ordnance material other than small arms ammunition. (Distribution of raw nitroglycerine is covered under high degree hazard.)

OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial

laundering in order to meet the cleanliness or appearance standards set by the terms of the

Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section

4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.


6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210



William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1991-0658
Revision No.: 8
Date of Last Revision: 10/31/2000

State: Ohio

Area: Ohio County of Cuyahoga

Employed on NASA contract for Logistics, Technical Information and Publishing, and Administrative and Clerical Services.

Collective Bargaining Agreement between IT Corporation and International Brotherhood of Teamsters, Local 293 effective April 29, 1998 through April 24, 2001.

In accordance with Sections 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor(s) in performing services covered by the Collective Bargaining Agreement(s) are to be paid wage rates and fringe benefits set forth in the current collective bargaining agreement and modified extension agreement(s).

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 22	
2. AMENDMENT/MODIFICATION NO. 19		3. EFFECTIVE DATE DEC 18 2000		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc , Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6)			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135-3191				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the "Changes" clause and B. 2 TARGET COSTS AND INCENTIVE FEES, subparagraph d. Technical Performance Incentive Fee Adjustments.					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
This Modification is to accomplish the following three purposes: 1. add performance standards numbers 122, 123, 124, and 125 for the 3 rd fee period from November 1, 2000 through April 30, 2001 2. revise the weight of each performance standard within tasks 6.0 and 7.0 3. revise the positive adjustment factor (PAF) and negative adjustment factor (NAF) in accordance with the performance standards.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15a. NAME AND TITLE OF SIGNER (Type or print)				15a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
James A. Gallagher, Program Manager				Marc Hudson, Contracting Officer			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
BY <u>James A. Gallagher</u> (Signature of person authorized to sign)		12/18/00		BY <u>Marc Hudson</u> (Signature of Contracting Officer)		12/18/00	

4. InDyne's MOC-1 Safety & Health Plan, Doc. MOC1-003 last revised November 29, 1999, is hereby incorporated into the contract by reference.

(END OF TEXT)

Technical Performance Incentive Fee Adjustment

	<i>Per hundredth of a percent*</i>			
	PAF	NAF	SPL	AQL
Task Group 1	3.201	8.446	92.19%	80.35%
Task Group 2	2.799	11.650	91.07%	82.49%
Task Group 3	1.250	5.000	80.00%	60.00%
Contract Reporting	3.125	11.111	92.00%	83.00%

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.971% 93.14%	12.307% 82.05%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	9.076% 90.76%	7.780% 77.80%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.289%	79.729%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	23.047% 92.19%	20.087% 80.35%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.289%	79.729%

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received, processed and delivered within 24 hours after receipt at the dock.	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	95%	90%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
28	2.0 Imaging Technology	Chemical analysis and mixing average daily data points collected shall be within specifications.	95%	90%	TR will perform weekly audits of chemical analysis logs.	10%		
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor shall perform a weekly review of PIMS closed work order file.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%		
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
59	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection within 4 working days after receipt and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July.	89%	80%	TR will verify the date the report is received.	4%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	14%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.40%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.64%	
	6.4 Organization Development and Training Support						6.41%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.51%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		20.50%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.69%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.84%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
76	6.10 Space Program Plan Development Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		12.16%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.42%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.45%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.48%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.17%	
113	6.17 Technology Conference Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.37%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.75%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.00%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.80%	
123	6.27 Advanced Communications Technology Satellite (ACTS) University Education Consortium Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.06%	
							100%	

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	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.55%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
85	7.10 0210/Resources Analysis and Management Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.01%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.97%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.42%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.12%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		23.43%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.90%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.99%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.40%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.49%	

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.81%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.34%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.96%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.14%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.72%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.18%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.12%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.95%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.76%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.43%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
124	7.32 0160/Office of the Inspector General	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.07%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.52%	
							100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

PAGE

1 of 4

2. AMENDMENT/MODIFICATION NO. 20	3. EFFECTIVE DATE March 16, 2001	4. REQUISITION/PURCHASE NO. N/A	5. PROJECT NO. (If applicable)
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		7. ADMINISTERED BY (If other than Item 6) CODE 0616/MH	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne, Inc. Attn.: James A. Gallagher 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135		9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 10B. DATED (SEE ITEM 13) Nov. 1, 1999	
CODE (BX) (34)		FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

As of March 13, 2001, the total estimated cost, the cost incentive fee, the technical performance fee, and the award fee are revised as shown on the enclosed pages 2 through 4.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Mgr	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer		
15B. CONTRACTOR/OFFEROR BY <u>[Signature]</u> (Signature of person authorized to sign)	15C. DATE SIGNED 3/23/01	16B. UNITED STATES OF AMERICA BY <u>[Signature]</u> (Signature of Contracting Officer)	16C. DATE SIGNED March 16, 2001

A. Amount added to baseline on Task Orders approved from August 1, 2000 through October 31, 2000.

Baseline for Base Period	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,534,570	191,046	159,423	185	12,885,224
Task 2.0, 3.0, 4.0	10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0	15,681,973	400,058	94,122	9,685	16,185,838
Reporting	0	0	36,985	0	36,985
Award Fee	0	0	0	244,081	244,081
Total Baseline as of Mod 15	38,978,787	816,270	677,220	255,181	40,727,458

Task Order (347) Baseline Changes
Aug 2000-Oct 2000

Task 1.0 & 5.0	92,336	2,439	2,439	542	97,756
Task Orders #242,243					
Task 2.0, 3.0, 4.0	0	0	0	0	0
None					
Task 6.0 & 7.0	241,487	7,219	7,219	1,609	257,534
Task Orders #325,270,251,348,360,233,350,362,361,312 314,320,374,209,365,266,313,327,345,346,349,268,359 307,308,367					
Changes	333,823	9,658	9,658	2,151	355,290

New Amounts

Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,626,906	193,485	161,862	727	12,982,980
Task 2.0, 3.0, 4.0	10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0	15,923,460	407,277	101,341	11,294	16,443,372
Reporting	0	0	36,985	0	36,985
Award Fee	0	0	0	244,081	244,081
Total Baseline	39,312,610	825,928	686,878	257,332	41,082,748

B. Adjust baseline for actual Cost Incentive Fee, Technical Performance Incentive Fee and Award Fee earned in Second Fee Period, May 1, 2000 - October 31, 2000.

Prior Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,626,906	193,485	161,862	727	12,982,980
Task 2.0, 3.0, 4.0		10,617,638	225,166	386,690	1,230	11,230,724
Task 6.0 & 7.0		15,923,460	407,277	101,341	11,294	16,443,372
Reporting		0	0	36,985	0	36,985
Award Fee		0	0	0	244,081	244,081
Total Baseline from previous page (Para. A)		39,312,610	825,928	686,878	257,332	41,082,748

Category	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Task 1.0 & 5.0		0	15,438	10,632	0	26,070
Task 2.0, 3.0, 4.0		0	18,288	19,622	0	37,910
Task 6.0 & 7.0		0	33,730	4,223	0	37,953
Reporting		0	0	2,529	0	2,529
Award Fee		0	0		(1,351)	(1,351)
Total Adjustment to Fee		0	67,456	37,006	(1,351)	103,111

New Amounts	WBS	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,606	0	0	0	144,606
Task 1.0 & 5.0		12,626,906	208,923	172,494	727	13,009,050
Task 2.0, 3.0, 4.0		10,617,638	243,454	406,312	1,230	11,268,634
Task 6.0 & 7.0		15,923,460	441,007	105,564	11,294	16,481,325
Reporting		0	0	39,514	0	39,514
Award Fee		0	0	0	242,730	242,730
Total Baseline		39,312,610	893,384	723,884	255,981	41,185,859

C. Amount added to baseline on Task Orders approved from November 1, 2000 through March 13, 2001.

Baseline for Base Period	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,626,906	208,923	172,494	727	13,009,050
Task 2.0, 3.0, 4.0	10,617,638	243,454	406,312	1,230	11,268,634
Task 6.0 & 7.0	15,923,460	441,007	105,564	11,294	16,481,325
Reporting	0	0	39,514	0	39,514
Award Fee	0	0	0	242,730	242,730
Total Baseline from previous page (Para. B)	39,312,610	893,384	723,884	255,981	41,185,859

Task Order (347) Baseline Changes
Nov 2000-Jan 2001

Task 1.0 & 5.0	32,729	883	883	197	34,692
Task Orders #301,399,277					
Task 2.0, 3.0, 4.0	0	0	0	0	0
464					
Task 6.0 & 7.0	252,984	6,828	9,897	1,519	271,228
Task Orders #433,434,435,437,440,357,436,438,397a					
381,363,366,379,322,418,309a,257,315,328,375,384,238					
306,278,368,432,468,469,364a,267,358,420,371,376,385					
421,247,383,271,321,347,377,370,248,326,445,398,382					
391,373,378					
Changes	285,713	7,711	10,780	1,716	305,920

New Amounts

Phase In	144,606	0	0	0	144,606
Task 1.0 & 5.0	12,659,635	209,806	173,377	924	13,043,742
Task 2.0, 3.0, 4.0	10,617,638	243,454	406,312	1,230	11,268,634
Task 6.0 & 7.0	16,176,444	447,835	115,461	12,813	16,752,553
Reporting	0	0	39,514	0	39,514
Award Fee	0	0	0	242,730	242,730
Total Baseline	39,598,323	901,095	734,664	257,697	41,491,779

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1 of 23

2. AMENDMENT/MODIFICATION NO. 21		3. EFFECTIVE DATE November 1, 2000		4. REQUISITION/PURCHASE NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne, Inc. Attn: James Gallagher 21000 brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179			
				10B. DATED (SEE ITEM 13) November 1, 1999			
CODE (BX) (34)		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

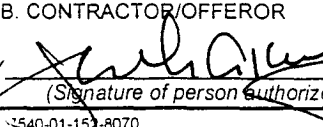
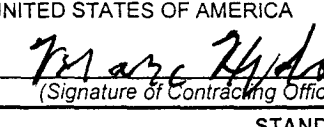
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) _____ THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Service Contract Act (SCA) Minimum Wages and Fringe Benefits and Mutual Agreement
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

- A. The contract values set for in paragraph b. Target Cost, Target Fee, and Award Fee Amounts (as last revised by Modification 20) are hereby further revised on pages 2 through 4 herein.
- B. A new paragraph B.6, below, adds a method for adjusting the contract scope in terms of FTE's.
- C. For the fourth fee period, the technical Incentive Fee Adjustment Factors and the Performance Standards are attached hereto and made a part of the contract (seventeen pages).

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Jack A. Kelly, Chief Financial Officer		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 5/1/01	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 5/3/01

1540-01-15-8070
EDITION NOT USABLE

30-105

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

"b. Target Cost, Target Fee and Award Fee Amounts

Base Year 1

Cost Elements	Phase In	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Reporting	Award Fee	Totals Year 1
Total Estimated Cost	144,622	5,913,274	5,338,782	8,183,954			19,580,632
Cost Incentive Fee		122,555	144,527	259,655			526,737
Technical Incentive Fee		86,052	201,543	49,854	19,505		356,954
Award Fee		43,402	80,108	52,353		(1,351)	174,512
Total	144,622	6,165,283	5,764,960	8,545,816	19,505	(1,351)	20,638,835

Base Year 2

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Base Year 2
Total Estimated Cost	\$6,496,774	\$4,513,416	\$7,593,948	\$18,604,138
Technical Incentive Fee	137,139	327,459	77,202	541,801
Award Fee	106,767	116,968	219,765	443,500
Total Fee	243,907	444,427	296,967	985,301
Total	\$6,740,681	\$4,957,843	\$7,890,916	\$19,589,439

Option Year 1

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option 1
Total Estimated Cost	\$6,573,416	\$4,674,006	\$7,640,960	\$18,888,383
Technical Incentive Fee	138,740	331,350	78,120	548,210
Award Fee	106,227	121,274	221,244	448,746
Total Fee	244,967	452,624	299,365	996,956
Total Contr.	\$6,818,254	\$5,126,631	\$7,940,325	\$19,885,339

Option Year 2

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option 2
Total Estimated Cost	\$6,691,975	\$4,754,382	\$7,750,150	\$19,196,508
Technical Incentive Fee	140,354	335,252	79,041	554,647
Award Fee	106,925	123,018	224,083	454,026
Total Fee	247,279	458,270	303,124	1,008,673
Total	\$6,939,551	\$5,212,653	\$8,053,274	\$20,205,181

Option Year 3

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0 & 4.0	Tasks 6.0 & 7.0	Total Option 3
Total Estimated Cost	\$6,810,800	\$4,839,769	\$7,862,693	\$19,513,262
Technical Incentive Fee	142,013	339,255	79,987	561,255
Award Fee	107,539	124,897	227,008	459,445
Total Fee	249,552	464,153	306,995	1,020,700
Total	\$7,060,352	\$5,303,922	\$8,169,688	\$20,533,961

Total Years 2 through 5

Cost Elements	Tasks 1.0 & 5.0	Tasks 2.0, 3.0, & 4.0	Tasks 6.0 & 7.0	Total Years 2 through 5
Total Estimated Cost	\$26,572,965	\$18,781,573	\$30,847,752	\$76,202,291
Technical Incentive Fee	558,247	1,333,316	314,350	2,205,913
Award Fee	427,459	486,158	892,100	1,805,717
Total Fee	985,706	1,819,474	1,206,450	4,011,630
Total Contract	\$27,558,671	\$20,601,047	\$32,054,202	\$80,213,920

c. TOTAL CONTRACT VALUES

	Totals All 5 Years
Total Estimated Costs	\$ 95,782,923
Total Fees	<u>5,069,833</u>
Grand Total Cost & Fees	\$100,852,756"

B. The following new provision B.6 is hereby added to the contract:

"B.6 CONTRACT SCOPE REVIEW

- A. The total level of contract support may be reviewed at the request of either Party. The total level of support shall be the total actual delivered full-time-equivalent (FTE) personnel (direct labor hours, including major subcontract labor, excluding overtime). For purposes of this review, a FTE is defined as 1836 productive labor hours.
- B. If the review reveals that the level of support is 5 or more FTE above, or below, the negotiated level, the contract amounts shall be equitably adjusted."

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.848% 92.32%	12.907% 86.05%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	8.702% 87.02%	7.470% 74.70%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	89.791%	80.018%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.550% 90.20%	20.377% 81.51%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	89.791%	80.018%

Performance Requirements Summary

At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.20%	81.51%	125%	2.551	11.504	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
5	1.1 Property Management	Wall to wall, floor to ceiling equipment inventory shall be conducted each year by December 31.	99%	9%	Contractor shall review the inventory open/close report	0%	odd fee period	
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	20%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	25%	LTOC related	
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	20%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	50%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	20%		
109	1.2 Freight Traffic	Government Cal Lab items shall be received, processed and delivered within 24 hours after receipt at the dock.	95%	90%	Contractor shall verify process and delivery times on a weekly basis.	30%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 24 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 20 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		
33	2.0 Imaging Technology	Financial management information shall be entered into the PIMS system within 5 days of the close of the work order.	95%	90%	Contractor shall perform a weekly review of PIMS closed work order file.	0%	on hold for LTOC	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC related	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 75% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 75% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%	even fee periods	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		15.83%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.38%	
	6.4 Organization Development and Training Support						5.17%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.66%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		21.85%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.93%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.30%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		15.05%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.44%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.55%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.37%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.11%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
115	6.20 Army Corps of Engineers Administrative Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.45%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.19%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.62%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.77%	
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.19%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.60%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
123	6.27 Advanced Communications Technology Satellite (ACTS) University Education Consortium Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
126	6.28 Airport Expansion/S-40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.			
							100%	

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	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.56%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.81%	
	7.6 (Reserved)						0.00%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.87%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.73%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.90%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.51%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.85%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.79%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.18%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.80%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.45%	
94	7.19 6900/Power and Propulsion Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.30%	

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.83%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.28%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.09%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.22%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.61%	
100	7.25 9200/Office of Educational Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.20%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.77%	

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.42%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.24%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.26%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.73%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.47%	
							100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 1 of 3
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">22</div>		3. EFFECTIVE DATE <div style="text-align: center;">June 1, 2001</div>		4. REQUISITION/PURCHASE NO.	
5. PROJECT NO. (If applicable)					
6. ISSUED BY GSA Glenn Research Center Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) Indyne, Inc. Attn: James A. Gallagher 21000 Brookpark Road, M.S. 21-10 Cleveland, OH 44135				<input type="checkbox"/>	
				9A. AMENDMENT OF SOLICITATION NO.	
				9B. DATED (SEE ITEM 11)	
				<input checked="" type="checkbox"/>	
				10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
				10B. DATED (SEE ITEM 13) November 1, 1999	
CODE BX 34		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <u>the Changes clause</u>	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The Weighted SPL, the PAF and the NAF for Task 5.0 Library and Task Group 1 are corrected on the two pages which are attached hereto and made a part of the contract.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <u>JAMES A. GALLAGHER</u>		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY <u>A. G. Miller</u> (Signature of person authorized to sign)	15C. DATE SIGNED <u>6/08/01</u>	16B. UNITED STATES OF AMERICA BY <u>Marc Hudson</u> (Signature of Contracting Officer)	16C. DATE SIGNED June 1, 2001

Performance Requirements Summary
At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.848% 92.32%	12.907% 86.05%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	9.098% 90.98%	7.470% 74.70%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.187%	80.018%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.946% 91.78%	20.377% 81.51%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.187%	80.018%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	91.78%	81.51%	125%	3.043	9.731	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE	PAGE 1 of 1
2. AMENDMENT/MODIFICATION NO. 23		3. EFFECTIVE DATE July 18, 2001		4. REQUISITION/PURCHASE NO.	
5. PROJECT NO. (If applicable)					
6. ISSUED BY A Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc.. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.	
				<input type="checkbox"/> 9B. DATED (SEE ITEM 11)	
				<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
				<input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999	
CODE (BX) (34)		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

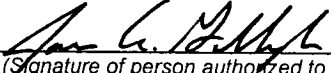
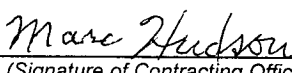
A		THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification accomplishes the following purposes:

1. adjusts the fee earned/(lost) for the third fee period, November 1, 2000 through April 30, 2001;
2. show the amounts added to the baseline on Task Orders issued February 6, 2001 through April 30, 2001;
3. lists the cost and fees for each Task Order added February 1, 2001 through April 30, 2001;
4. incorporate applicable revisions language of the Statement of Work.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 7/18/01	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 7/18/01

A. Fee earned/(Lost) for third fee period, November 1, 2000 through April 30, 2001.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Base Period					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	12,410,048	122,555	223,191	150,169	12,905,963
Task 2.0, 3.0, 4.0	9,852,198	144,527	529,002	197,076	10,722,803
Task 6.0 & 7.0	15,777,902	259,655	127,056	272,118	16,436,731
Reporting	0	0	19,505	0	19,505
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Mod 20 (Para. C)	38,184,770	526,737	898,754	618,012	40,228,273

**Fee Earned/(Lost)
Nov 2000-Apr 2001**

Task 1.0 & 5.0	0	0	14,243	(4,811)	9,432
Task 2.0, 3.0, 4.0	0	0	30,257	(6,089)	24,168
Task 6.0 & 7.0	0	0	2,208	(10,028)	(7,820)
Reporting	0	0	3,386	0	3,386
Changes	0	0	50,094	(20,928)	29,166

New Amounts

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	12,410,048	122,555	237,434	145,358	12,915,395
Task 2.0, 3.0, 4.0	9,852,198	144,527	559,259	190,987	10,746,971
Task 6.0 & 7.0	15,777,902	259,655	129,264	262,090	16,428,911
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	38,184,770	526,737	948,848	597,084	40,257,439

B. Amount added to baseline on Task Orders approved from February 6, 2001 through April 30, 2001.

Baseline for Base Period	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	12,410,048	122,555	237,434	145,358	12,915,395
Task 2.0, 3.0, 4.0	9,852,198	144,527	559,259	190,987	10,746,971
Task 6.0 & 7.0	15,777,902	259,655	129,264	262,090	16,428,911
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Mod 20 (Para. C)	38,184,770	526,737	948,848	597,084	40,257,439

Task Order (347) Baseline Changes
Mar 2001-Apr 2001

Task 1.0 & 5.0	0	0	0	0	0
Task 2.0, 3.0, 4.0	0	0	0	0	0
Task 6.0 & 7.0	128,626	0	4,247	3,474	136,347
Task Orders #380, 487, 524, 531, 545, 545a, 546, 556, 564, 565					
Changes	128,626	0	4,247	3,474	136,347

New Amounts

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	12,410,048	122,555	237,434	145,358	12,915,395
Task 2.0, 3.0, 4.0	9,852,198	144,527	559,259	190,987	10,746,971
Task 6.0 & 7.0	15,906,528	259,655	133,511	265,564	16,565,258
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	38,313,396	526,737	953,095	600,558	40,393,786

Task Orders Added February 1, 2001-April 30, 2001
Modification 23

TO#	WBS #	Cost	CF	TF	AF	Total
		0	0	0	0	0
		0	0	0	0	0
		0	0	0	0	0
	Total for 1.0 & 5.0	0	0	0	0	0
	Total for 2.0, 3.0 & 4.0	0	0	0	0	0
546	6.4.4.1	7,661	0	253	207	8,121
531	6.6	12,280	0	406	332	13,018
556	6.18	44,134	0	1,457	1,192	46,783
545	6.28	34,090	0	0	0	34,090
545a	6.28	393	0	1,138	931	2,462
564	7.10	(9,340)	0	(308)	(252)	(9,900)
380	7.12	15,286	0	505	413	16,204
565	7.14	10,402	0	343	281	11,026
487	7.25	6,633	0	219	179	7,031
524	7.29	7,087	0	234	191	7,512
	Total for 6.0 & 7.0	128,626	0	4,247	3,474	136,347
	Grand Total	128,626	0	4,247	3,474	136,347

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 12	
2. AMENDMENT/MODIFICATION NO. 24		3. EFFECTIVE DATE AUG 27 2001		4. REQUISITION/PURCHASE NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. Attn: James A. Gallagher 21000 Brookpark Rd., MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.			
				<input type="checkbox"/> 9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179			
				<input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Service Contract Act of 1965, As Amended (52.222-45) (May 1989) and the Option to Extend the Term of the Contract (52.217-9) (March 1989)					
	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return 1 copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
A. The Government hereby exercises its option to extend the term of the contract by one year effective November 1, 2001.							
B. New Wage Determination No. 1994-2416, Revision No. 15, dated May 10, 2001, is attached hereto and made a part of the contract, effective on its anniversary date, November 1, 2001.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer			
15B. CONTRACTOR/OFFEROR BY <u>James A. Gallagher</u> (Signature of person authorized to sign)		15C. DATE SIGNED 8/27/01		16B. UNITED STATES OF AMERICA BY <u>Marc Hudson</u> (Signature of Contracting Officer)		16C. DATE SIGNED 8/27/01	

C. As the result of exercising of Option 1, the contract values are as shown below:

	PRIOR CONTRACT AMOUNT (Mod. 23)	THIS ACTION (Re. Mod. 21)	RESULTANT CONTRACT AMOUNT
Total Estimated Cost	\$38,313,396	\$18,888,383	\$57,201,779
Total Fees	<u>\$ 2,080,390</u>	<u>\$ 996,956</u>	<u>\$ 3,077,346</u>
Total Contract Value	\$40,393,786	\$19,885,339	\$60,278,692

(End of Text)

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210



William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1994-2416

Revision No.: 15

Date of Last Revision: 05/10/2001

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Mahoning, Medina, Portage, Richland, Stark, Summit, Trumbull, Wayne

**** Fringe Benefits Required Follow the Occupational Listing ****

OCCUPATION TITLE

MINIMUM WAGE RATE

Administrative Support and Clerical Occupations

Accounting Clerk I	8.26
Accounting Clerk II	10.52
Accounting Clerk III	12.36
Accounting Clerk IV	15.12
Court Reporter	15.12
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	10.96
Duplicating Machine Operator	10.96
Film/Tape Librarian	10.47
General Clerk I	8.22
General Clerk II	9.35
General Clerk III	10.96
General Clerk IV	13.15
Housing Referral Assistant	16.69
Key Entry Operator I	8.90
Key Entry Operator II	10.69
Messenger (Courier)	7.98
Order Clerk I	9.89
Order Clerk II	11.75
Personnel Assistant (Employment) I	11.01
Personnel Assistant (Employment) II	12.43
Personnel Assistant (Employment) III	14.59
Personnel Assistant (Employment) IV	17.04
Production Control Clerk	15.16
Rental Clerk	10.47
Scheduler, Maintenance	12.04
Secretary I	12.04
Secretary II	14.93
Secretary III	16.69
Secretary IV	18.23
Secretary V	21.29
Service Order Dispatcher	10.47

Stenographer I	10.73
Stenographer II	12.04
Supply Technician	18.23
Survey Worker (Interviewer)	12.98
Switchboard Operator-Receptionist	10.38
Test Examiner	14.93
Test Proctor	14.93
Travel Clerk I	9.56
Travel Clerk II	10.25
Travel Clerk III	11.01
Word Processor I	10.06
Word Processor II	14.32
Word Processor III	15.61

Automatic Data Processing Occupations

Computer Data Librarian	9.37
Computer Operator I	10.16
Computer Operator II	13.36
Computer Operator III	15.83
Computer Operator IV	18.92
Computer Operator V	20.96
Computer Programmer I (1)	15.52
Computer Programmer II (1)	17.34
Computer Programmer III (1)	22.01
Computer Programmer IV (1)	26.14
Computer Systems Analyst I (1)	23.56
Computer Systems Analyst II (1)	27.00
Computer Systems Analyst III (1)	27.62
Peripheral Equipment Operator	11.09

Automotive Service Occupations

Automotive Body Repairer, Fiberglass	19.36
Automotive Glass Installer	18.02
Automotive Worker	18.02
Electrician, Automotive	18.73
Mobile Equipment Servicer	16.45
Motor Equipment Metal Mechanic	19.36
Motor Equipment Metal Worker	18.02
Motor Vehicle Mechanic	19.36
Motor Vehicle Mechanic Helper	15.71
Motor Vehicle Upholstery Worker	17.21
Motor Vehicle Wrecker	18.02
Painter, Automotive	18.73
Radiator Repair Specialist	18.02
Tire Repairer	15.89
Transmission Repair Specialist	19.36

Food Preparation and Service Occupations

Baker	11.47
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Cook I	10.46
Cook II	11.47
Dishwasher	8.44
Food Service Worker	8.44
Meat Cutter	12.27
Waiter/Waitress	9.04

Furniture Maintenance and Repair Occupations

Electrostatic Spray Painter	18.73
Furniture Handler	13.89
Furniture Refinisher	18.73
Furniture Refinisher Helper	15.71
Furniture Repairer, Minor	17.22
Upholsterer	18.73

General Services and Support Occupations

Cleaner, Vehicles	8.25
Elevator Operator	9.49
Gardener	10.46
House Keeping Aid I	8.25
House Keeping Aid II	9.49
Janitor	9.49
Laborer, Grounds Maintenance	9.08
Maid or Houseman	7.67
Pest Controller	12.59
Refuse Collector	8.25
Tractor Operator	10.27
Window Cleaner	10.17

Health Occupations

Dental Assistant	13.40
Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	10.93
Licensed Practical Nurse I	10.02
Licensed Practical Nurse II	11.24
Licensed Practical Nurse III	12.57
Medical Assistant	9.89
Medical Laboratory Technician	11.24
Medical Record Clerk	10.71
Medical Record Technician	13.54
Nursing Assistant I	7.46
Nursing Assistant II	8.38
Nursing Assistant III	9.15
Nursing Assistant IV	10.26
Pharmacy Technician	12.11
Phlebotomist	11.24
Registered Nurse I	15.57
Registered Nurse II	19.06
Registered Nurse II, Specialist	19.06
Registered Nurse III	23.06

Registered Nurse III, Anesthetist	23.06
Registered Nurse IV	27.62

Information and Arts Occupations

Audiovisual Librarian	16.56
Exhibits Specialist I	15.21
Exhibits Specialist II	17.70
Exhibits Specialist III	20.40
Illustrator I	15.66
Illustrator II	18.22
Illustrator III	21.00
Librarian	22.24
Library Technician	12.98
Photographer I	12.04
Photographer II	15.21
Photographer III	17.70
Photographer IV	20.40
Photographer V	23.77

Laundry, Dry Cleaning, Pressing and Related Occupations

Assembler	7.65
Counter Attendant	7.65
Dry Cleaner	9.61
Finisher, Flatwork, Machine	7.65
Presser, Hand	7.65
Presser, Machine, Drycleaning	7.65
Presser, Machine, Shirts	7.65
Presser, Machine, Wearing Apparel, Laundry	7.65
Sewing Machine Operator	10.26
Tailor	10.91
Washer, Machine	8.30

Machine Tool Operation and Repair Occupations

Machine-Tool Operator (Toolroom)	18.81
Tool and Die Maker	21.51

Material Handling and Packing Occupations

Forklift Operator	13.88
Fuel Distribution System Operator	17.40
Material Coordinator	13.54
Material Expediter	13.54
Material Handling Laborer	11.34
Order Filler	11.02
Production Line Worker (Food Processing)	12.36
Shipping Packer	12.94
Shipping/Receiving Clerk	12.94
Stock Clerk (Shelf Stocker; Store Worker II)	15.67
Store Worker I	11.40
Tools and Parts Attendant	14.95

Warehouse Specialist

13.00

Mechanics and Maintenance and Repair Occupations

Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71
Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.10
Electronics Technician, Maintenance II	19.25
Electronics Technician, Maintenance III	24.98
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	16.26
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.36
Instrument Mechanic	19.36
Laborer	13.07
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	22.26
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	20.49
Pneumatic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45

Miscellaneous Occupations

Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
Embalmer	18.55
Lifeguard	9.14
Mortician	18.55
Park Attendant (Aide)	11.48
Photofinishing Worker (Photo Lab Tech., Darkroom Tech.)	9.03
Recreation Specialist	14.04
Recycling Worker	10.00
Sales Clerk	9.03
School Crossing Guard (Crosswalk Attendant)	8.25
Sport Official	9.14
Survey Party Chief (Chief of Party)	14.97
Surveying Aide	8.63
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.61
Swimming Pool Operator	13.19
Vending Machine Attendant	11.50
Vending Machine Repairer	13.19
Vending Machine Repairer Helper	11.50

Personal Needs Occupations

Child Care Attendant	10.13
Child Care Center Clerk	12.64
Chore Aid	7.70
Homemaker	14.09

Plant and System Operation Occupations

Boiler Tender	19.36
Sewage Plant Operator	18.73
Stationary Engineer	19.36
Ventilation Equipment Tender	16.45
Water Treatment Plant Operator	18.73

Protective Service Occupations

Alarm Monitor	11.72
Corrections Officer	17.78
Court Security Officer	17.78
Detention Officer	17.78
Firefighter	15.91
Guard I	7.80
Guard II	13.48
Police Officer	19.66

Stevedoring/Longshoremen Occupations

Blocker and Bracer	16.31
Hatch Tender	16.31
Line Handler	16.31
Stevedore I	15.57
Stevedore II	16.95

Technical Occupations

Air Traffic Control Specialist, Center (2)	27.37
Air Traffic Control Specialist, Station (2)	18.87
Air Traffic Control Specialist, Terminal (2)	20.97
Archeological Technician I	10.44
Archeological Technician II	11.68
Archeological Technician III	14.47
Cartographic Technician	19.84
Civil Engineering Technician	17.75
Computer Based Training (CBT) Specialist/ Instructor	22.91
Drafter I	11.13
Drafter II	13.85
Drafter III	17.49
Drafter IV	22.26
Engineering Technician I	12.63
Engineering Technician II	14.19
Engineering Technician III	16.40
Engineering Technician IV	19.07
Engineering Technician V	22.94
Engineering Technician VI	27.03
Environmental Technician	17.21
Flight Simulator/Instructor (Pilot)	23.17
Graphic Artist	20.49
Instructor	19.06
Laboratory Technician	15.06
Mathematical Technician	18.63
Paralegal/Legal Assistant I	14.93
Paralegal/Legal Assistant II	19.04
Paralegal/Legal Assistant III	23.31
Paralegal/Legal Assistant IV	28.19
Photooptics Technician	18.63
Technical Writer	20.67
Unexploded (UXO) Safety Escort	17.39
Unexploded (UXO) Sweep Personnel	17.39
Unexploded Ordnance (UXO) Technician I	17.39
Unexploded Ordnance (UXO) Technician II	21.05
Unexploded Ordnance (UXO) Technician III	25.23
Weather Observer, Combined Upper Air and Surface Programs (3)	16.28
Weather Observer, Senior (3)	19.46
Weather Observer, Upper Air (3)	16.28

Transportation/ Mobile Equipment Operation Occupations

Bus Driver	15.68
Parking and Lot Attendant	7.86
Shuttle Bus Driver	11.47
Taxi Driver	9.52
Truckdriver, Heavy Truck	15.31
Truckdriver, Light Truck	11.47
Truckdriver, Medium Truck	14.64
Truckdriver, Tractor-Trailer	17.86

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)
- 2) **APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL:** An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.
- 3) **WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY:** If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and

hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such

unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 19	
2. AMENDMENT/MODIFICATION NO. 25		3. EFFECTIVE DATE November 1, 2001		4. REQUISITION/PURCHASE NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179			
				10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause					
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)							
This Modification incorporates the following documents, which are attached here to and made a part hereof, and effective November 1, 2001, the start of the fifth fee period: 1. Performance Requirements Summary containing weighted Superior Performance Levels (SPL) and Acceptable Quality Levels (AQL). 2. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF). 3. Performance Standards for fifth fee period (16 pages).							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print) JAMES A. GANAGHER, PROGRAM MANAGER				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer			
15B. CONTRACTOR/OFFEROR BY <u>James A. Ganagher</u> (Signature of person authorized to sign)		15C. DATE SIGNED 11/27/2001		16B. UNITED STATES OF AMERICA BY <u>Marc Hudson</u> (Signature of Contracting Officer)		16C. DATE SIGNED 11/27/01	

Performance Requirements Summary
At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.948% 92.98%	12.265% 81.77%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	8.702% 87.02%	7.470% 74.70%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	89.891%	79.376%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.650% 90.60%	19.735% 78.94%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	89.891%	79.376%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.60%	78.94%	125%	2.659	8.577	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	<i>Contract Reporting</i>							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	20%	odd fee period	
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	15%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	20%	LTOC related	
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	15%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
30	2.0 Imaging Technology	Completed work shall meet the specifications.	95%	90%	TR personal observations.	20%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	95%	90%	Contractor shall review the PIMS On-Time Percentage Report	15%		
32	2.0 Imaging Technology	Negatives shall be entered into the C-log within 2 days of receipt by the record keepers, motion picture and video footage shall be entered into the log within 30 days of the close of the program.	95%	90%	TR will conduct a weekly check of on-line still image C-log. TR will conduct a review of the production log at the end of the project.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC related	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days.	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		20.12%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.77%	
	6.4 Organization Development and Training Support						5.98%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.35%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.16%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.32%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.78%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.35%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		18.12%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.10%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.72%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.11%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.48%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.79%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.32%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.25%	
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.29%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.45%	
							100.0%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.70%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.61%	
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.64%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.99%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.19%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.83%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.04%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.89%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		24.21%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.64%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.02%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.70%	

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.64%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.03%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.17%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.68%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.40%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.82%	

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.09%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.18%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.08%	
125	7.33 7740/Structural Analysis Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE 1 of 1
2. AMENDMENT/MODIFICATION NO. 26	3. EFFECTIVE DATE 01/15/02	4. REQUISITION/PURCHASE NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH	7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-9 Cleveland, OH 44135			<input type="checkbox"/>	9A. AMENDMENT OF SOLICITATION NO.
			<input type="checkbox"/>	9B. DATED (SEE ITEM 11)
			<input checked="" type="checkbox"/>	10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179
			<input type="checkbox"/>	10B. DATED (SEE ITEM 13) November 1, 1999
CODE BX 34		FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

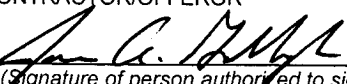
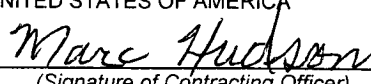
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return **1** copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

In Modification 24, Option 1 was exercised at the negotiated price \$19,885,339. This Modification 26 breaks out the costs and fees for Options 1, 2 and 3 into the three Task Groups and adjusts both the baseline and Statement of Work, as affected by the issuance of Technical Directions to date.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 01/14/2002	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 1/15/02

A. Breakdown Option 1 by Task-Amounts from Mod 24

Baseline for Base Period	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	12,410,048	122,555	237,434	145,358	12,915,395
Task 2.0, 3.0, 4.0	9,852,198	144,527	559,259	190,987	10,746,971
Task 6.0 & 7.0	15,906,528	259,655	133,511	265,564	16,565,258
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Baseline from Mod 24 for Base Period (Yrs 1,2)	38,313,396	526,737	953,095	600,558	40,393,786

Option 1 from Mod 24

Task 1.0 & 5.0	6,573,418	0	138,740	106,227	6,818,385
Task 2.0, 3.0, 4.0	4,674,006	0	331,350	121,274	5,126,630
Task 6.0 & 7.0	7,640,960	0	78,120	221,244	7,940,324

Totals	18,888,384	0	548,210	448,745	19,885,339
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Adjusted Breakdown

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	18,983,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0	14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0	23,547,488	259,655	211,631	486,808	24,505,582
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	57,201,780	526,737	1,501,305	1,049,303	60,279,125

B. Amount added to baseline from Technical Directives #5-38, #41-42 and #44, #46.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	18,983,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0	14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0	23,547,488	259,655	211,631	486,808	24,505,582
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Previous page/Mod 24	57,201,780	526,737	1,501,305	1,049,303	60,279,125

Technical Directive Baseline Changes
May 2001-Oct 2001

Task 1.0 & 5.0	0	0	0	0	0
Task 2.0, 3.0, 4.0	0	0	0	0	0
Task 6.0 & 7.0	(412,566)	0	(6,626)	(19,014)	(438,206)
TDs #5-38, 41-42, 44, 46					

Changes	(412,566)	0	(6,626)	(19,014)	(438,206)
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New Amounts

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	18,983,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0	14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0	23,134,922	259,655	205,005	467,794	24,067,376
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	56,789,214	526,737	1,494,679	1,030,289	59,840,919

C. Adjusted Baseline for Option 2 as a result of Technical Directives #5-38, #41-42 and #44, #46.

Baseline for Option 2		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		0	0	0	0	0
Task 1.0 & 5.0		6,691,975	0	140,354	106,925	6,939,254
Task 2.0, 3.0, 4.0		4,754,382	0	335,252	123,018	5,212,652
Task 6.0 & 7.0		7,750,150	0	79,041	224,083	8,053,274
Reporting		0	0	0	0	0
Award Fee		0	0	0	0	0
Option Baseline from Mod 23		19,196,507	0	554,647	454,026	20,205,180
Technical Directive Baseline Changes May 2001-Oct 2001						
Task 1.0 & 5.0		0	0	0	0	0
Task 2.0, 3.0, 4.0		0	0	0	0	0
Task 6.0 & 7.0		(443,197)	0	(6,430)	(18,150)	(467,777)
TDs #5-38, 41-42, 44, 46						
Changes		(443,197)	0	(6,430)	(18,150)	(467,777)
New Amounts						
Phase In		0	0	0	0	0
Task 1.0 & 5.0		6,691,975	0	140,354	106,925	6,939,254
Task 2.0, 3.0, 4.0		4,754,382	0	335,252	123,018	5,212,652
Task 6.0 & 7.0		7,306,953	0	72,611	205,933	7,585,497
Reporting		0	0	0	0	0
Award Fee		0	0	0	0	0
Adjusted Baseline Option 2		18,753,310	0	548,217	435,876	19,737,403

D. Adjusted Baseline for Option 3 as a result of Technical Directives #5-38, #41-42 and #44, #46.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Option 3					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,810,800	0	142,013	107,539	7,060,352
Task 2.0, 3.0, 4.0	4,839,769	0	339,255	124,897	5,303,921
Task 6.0 & 7.0	7,862,693	0	79,987	227,008	8,169,688
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Option Baseline from Mod 23	19,513,262	0	561,255	459,444	20,533,961

Technical Directive Baseline Changes
May 2001-Oct 2001

Task 1.0 & 5.0	0	0	0	0	0
Task 2.0, 3.0, 4.0	0	0	0	0	0
Task 6.0 & 7.0	(507,261)	0	(6,540)	(18,467)	(532,268)
TDs #5-38, 41-42, 44, 46					

Changes	(507,261)	0	(6,540)	(18,467)	(532,268)
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New Amounts

Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,810,800	0	142,013	107,539	7,060,352
Task 2.0, 3.0, 4.0	4,839,769	0	339,255	124,897	5,303,921
Task 6.0 & 7.0	7,355,432	0	73,447	208,541	7,637,420
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Adjusted Baseline Option 3	19,006,001	0	554,715	440,977	20,001,693

Technical Directives

TD#	WBS #	Cost	CF	TF	AF	Total	Cost			TF			AF			Total
							Opt Yr 1 CY3	Opt Yr 2 CY4	Opt Yr 3 CY5	Opt Yr 1 CY3	Opt Yr 2 CY4	Opt Yr 3 CY5	Opt Yr 1 CY3	Opt Yr 2 CY4	Opt Yr 3 CY5	
		0	0	0	0	0										
		0	0	0	0	0										
		0	0	0	0	0										
	Total for 1.0 & 5.0	0	0	0	0	0										

E. Incorporate revised Statement of Work (SOW). (See Attached)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of	
2. AMENDMENT/MODIFICATION NO. 27		3. EFFECTIVE DATE March 15, 2002		4. REQUISITION/PURCHASE NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, M.S. 21-9 Cleveland, OH 44135				<input type="checkbox"/> <input checked="" type="checkbox"/>		9A. AMENDMENT OF SOLICITATION NO.	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179	
						10B. DATED (SEE ITEM 13) November 1, 1999	
CODE BX 34		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) _____	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) _____	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the CHANGES clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority) _____	

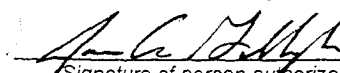
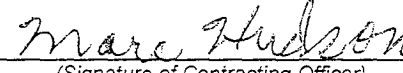
E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

- A. The primary purpose of this Modification is to adjust the contract value (baseline) for the results of the fourth fee evaluation period, May 1, 2001 through October 31, 2001, as set forth on page 2 of this Modification.
- B. Performance Standard 61, as it last appeared on page 9 of 16 in Modification 25, is hereby increased from 10% to 14% along with its concomitant affects on the two Performance Requirements Summary pages, effective on November 1, 2001.
- C. On page G-3 of the contract, in paragraph G.5 INDIRECT COST CEILING, the ceiling rate for the materials/subcontracts shall be [REDACTED] for the last three fiscal years of the contract beginning January 1, 2002.

(b)4

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 3/14/2002	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 3/14/02

A. Update Baseline for Technical Incentive Fee earned and Award Fee lost, 4th fee period, 5/1/01-10/31/01.

Baseline for Base Period		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		18,983,466	122,555	376,174	251,585	19,733,780
Task 2.0, 3.0, 4.0		14,526,204	144,527	890,609	312,261	15,873,601
Task 6.0 & 7.0		23,134,922	259,655	205,005	467,794	24,067,376
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Baseline from Mod 26 for Base Period/Option 1 (Yrs 1,2,3)		56,789,214	526,737	1,494,679	1,030,289	59,840,919
Technical/Award Fee Earned/(Lost)						
Task 1.0 & 5.0		0	0	14,673	(6,932)	7,741
Task 2.0, 3.0, 4.0		0	0	28,713	(8,029)	20,684
Task 6.0 & 7.0		0	0	6,926	(14,751)	(7,825)
Totals		0	0	50,312	(29,712)	20,600
Adjusted Baseline						
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		18,983,466	122,555	390,847	244,653	19,741,521
Task 2.0, 3.0, 4.0		14,526,204	144,527	919,322	304,232	15,894,285
Task 6.0 & 7.0		23,134,922	259,655	211,931	453,043	24,059,551
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline		56,789,214	526,737	1,544,991	1,000,577	59,861,519

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.948% 92.98%	12.265% 81.77%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.500% 87.50%	15.000% 75.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	9.062% 90.62%	7.782% 77.82%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.251%	79.688%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	23.010% 92.04%	20.047% 80.19%
<u>TASK GROUP 1 (WBS 2, 3, & 4)</u>	60%	54.642% 91.07%	49.492% 82.49%
<u>TASK GROUP 1 (WBS 6 & 7)</u>	10%	8.000% 80.00%	6.000% 60.00%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.251%	79.688%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	92.04%	80.19%	125%	3.140	8.438	25%	100%
Task Group 2	91.07%	82.49%	125%	2.799	11.650	25%	100%
Task Group 3	80.00%	60.00%	125%	1.250	5.000	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelflist cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelflist sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	14%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filed within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days,	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 of 5		
2. AMENDMENT/MODIFICATION NO. 28		3. EFFECTIVE DATE Nov. 1, 2001		4. REQUISITION/PURCHASE NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6)			CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Clveveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

- ☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
- (a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.
12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Service Contract Act of 1965, as Amended and H.11 Equitable Adjustment for Required Wage Increases, and Mutual Agreement	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

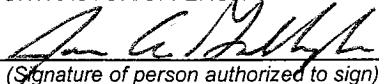

This Modification equitably adjusts the contract value as a result of incorporating two new wage determinations into the contract, and it updates the contract through April 30, 2002 for results of and any Task Orders issued pursuant the the IDIQ provisions of the contract.

A. The following two new wage determinations are attached hereto and made a part hereof:

Wage Determination 1991-0658, Revision No. 9 dated March 7, 2002 (1 page)

Wage Determination 1994-2416, Revision No. 16 dated October 5, 2001 (ten pages)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
3. CONTRACTOR/OFFEROR BY  (Signature of person authorized to sign)	15C. DATE SIGNED 5/20/2002	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 5/1/02

B. Summary totals of Contract Baseline. Includes Base Period and all Options. (Equitable Adj Prop \$81,385,682 plus Base Year 1 \$20,824,937.)

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Total contract baseline as of Mod 27					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	32,486,241	122,555	673,214	459,117	33,741,127
Task 2.0, 3.0, 4.0	24,120,355	144,527	1,593,829	552,147	26,410,858
Task 6.0 & 7.0	37,797,307	259,655	357,989	867,517	39,282,468
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Baseline	94,548,525	526,737	2,647,923	1,877,430	99,600,615

Equitable Adjustment Proposal
1 November 2001-31 October 2004

Task 1.0 & 5.0	635,900	0	15,149	20,126	671,175
Task 2.0, 3.0, 4.0	524,386	0	43,176	16,597	584,159
Task 6.0 & 7.0	1,298,712	0	14,855	41,103	1,354,670
Totals	2,458,998	0	73,180	77,826	2,610,004

Adjusted Baseline

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	33,122,141	122,555	688,363	479,243	34,412,302
Task 2.0, 3.0, 4.0	24,644,741	144,527	1,637,005	568,744	26,995,017
Task 6.0 & 7.0	39,096,019	259,655	372,844	908,620	40,637,138
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	97,007,523	526,737	2,721,103	1,955,256	102,210,619

B1. Equitable adjustment changes to Base Year 2 and Option 1.

Baseline for Contract to Date		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		18,983,466	122,555	390,847	244,653	19,741,521
Task 2.0, 3.0, 4.0		14,526,204	144,527	919,322	304,232	15,894,285
Task 6.0 & 7.0		23,134,922	259,655	211,931	453,043	24,059,551
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline from Previous Mod 27		56,789,214	526,737	1,544,991	1,000,577	59,861,519
Equitable Adjustment Proposal Effective November 1, 2001						
Task 1.0 & 5.0		179,193	0	4,217	5,671	189,081
Task 2.0, 3.0, 4.0		183,315	0	15,099	5,802	204,216
Task 6.0 & 7.0		453,537	0	5,185	14,354	473,076
TDs #5-38, 41-42, 44, 46						
Changes		816,045	0	24,501	25,827	866,373
New Amounts						
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		19,162,659	122,555	395,064	250,324	19,930,602
Task 2.0, 3.0, 4.0		14,709,519	144,527	934,421	310,034	16,098,501
Task 6.0 & 7.0		23,588,459	259,655	217,116	467,397	24,532,627
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline		57,605,259	526,737	1,569,492	1,026,404	60,727,892

B2. Adjusted Baseline for Option 2 as a result of Equitable Adjustment.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Option 2					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,691,975	0	140,354	106,925	6,939,254
Task 2.0, 3.0, 4.0	4,754,382	0	335,252	123,018	5,212,652
Task 6.0 & 7.0	7,306,953	0	72,611	205,933	7,585,497
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Option Baseline from Mod 26	18,753,310	0	548,217	435,876	19,737,403

**Equitable Adjustment Proposal
Effective November 1, 2001**

Task 1.0 & 5.0	212,240	0	5,006	6,717	223,963
Task 2.0, 3.0, 4.0	170,165	0	13,995	5,386	189,546
Task 6.0 & 7.0	420,613	0	4,816	13,312	438,741
TDs #5-38, 41-42, 44, 46					

Changes	803,018	0	23,817	25,415	852,250
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New Amounts

Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,904,215	0	145,360	113,642	7,163,217
Task 2.0, 3.0, 4.0	4,924,547	0	349,247	128,404	5,402,198
Task 6.0 & 7.0	7,727,566	0	77,427	219,245	8,024,238
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Adjusted Baseline Option 2	19,556,328	0	572,034	461,291	20,589,653

B3. Adjusted Baseline for Option 3 as a result of Equitable Adjustment.

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Option 3					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,810,800	0	142,013	107,539	7,060,352
Task 2.0, 3.0, 4.0	4,839,769	0	339,255	124,897	5,303,921
Task 6.0 & 7.0	7,355,432	0	73,447	208,541	7,637,420
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Option Baseline from Mod 26	19,006,001	0	554,715	440,977	20,001,693
Equitable Adjustment Proposal					
Effective November 1, 2001					
Task 1.0 & 5.0	244,467	0	5,926	7,738	258,131
Task 2.0, 3.0, 4.0	170,906	0	14,082	5,409	190,397
Task 6.0 & 7.0	424,562	0	4,854	13,437	442,853
TDs #5-38, 41-42, 44, 46					
Changes	839,935	0	24,862	26,584	891,381
New Amounts					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	7,055,267	0	147,939	115,277	7,318,483
Task 2.0, 3.0, 4.0	5,010,675	0	353,337	130,306	5,494,318
Task 6.0 & 7.0	7,779,994	0	78,301	221,978	8,080,273
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Adjusted Baseline Option 3	19,845,936	0	579,577	467,561	20,893,074

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210



William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1991-0658
Revision No.: 9
Date of Last Revision: 03/07/2002

State: Ohio

Area: Ohio County of Cuyahoga

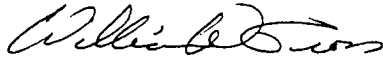
Employed on NASA contract for Logistics, Technical Information and Publishing, and Administrative and Clerical Services.

Collective Bargaining Agreement between IT Corporation and International Brotherhood of Teamsters, Local 293 effective April 25, 2001 through April 24, 2004.

In accordance with Sections 2(a) and 4(c) of the Service Contract Act, as amended, employees employed by the contractor(s) in performing services covered by the Collective Bargaining Agreement(s) are to be paid wage rates and fringe benefits set forth in the current collective bargaining agreement and modified extension agreement(s).

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON, D.C. 20210



William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1994-2416
Revision No.: 16
Date of Last Revision: 10/05/2001

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Portage, Richland, Stark, Summit, Wayne

** Fringe Benefits Required Follow the Occupational Listing **

OCCUPATION TITLE

MINIMUM WAGE RATE

Administrative Support and Clerical Occupations

Accounting Clerk I	8.26
Accounting Clerk II	10.52
Accounting Clerk III	12.36
Accounting Clerk IV	15.12
Court Reporter	15.12
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	10.96
Duplicating Machine Operator	10.96
Film/Tape Librarian	10.47
General Clerk I	8.22
General Clerk II	9.35
General Clerk III	10.96
General Clerk IV	13.15
Housing Referral Assistant	16.69
Key Entry Operator I	8.90
Key Entry Operator II	10.69
Messenger (Courier)	7.98
Order Clerk I	9.89
Order Clerk II	11.75
Personnel Assistant (Employment) I	11.06
Personnel Assistant (Employment) II	12.43
Personnel Assistant (Employment) III	14.59
Personnel Assistant (Employment) IV	17.04
Production Control Clerk	15.16
Rental Clerk	10.47
Scheduler, Maintenance	12.04
Secretary I	12.04
Secretary II	14.93
Secretary III	16.69
Secretary IV	18.23
Secretary V	21.29
Service Order Dispatcher	10.47

Stenographer I	10.73
Stenographer II	12.04
Supply Technician	18.23
Survey Worker (Interviewer)	12.98
Switchboard Operator-Receptionist	10.38
Test Examiner	14.93
Test Proctor	14.93
Travel Clerk I	9.56
Travel Clerk II	10.25
Travel Clerk III	11.01
Word Processor I	10.06
Word Processor II	14.32
Word Processor III	15.61

Automatic Data Processing Occupations

Computer Data Librarian	9.37
Computer Operator I	10.16
Computer Operator II	13.36
Computer Operator III	15.83
Computer Operator IV	18.92
Computer Operator V	20.96
Computer Programmer I (1)	15.52
Computer Programmer II (1)	17.34
Computer Programmer III (1)	22.01
Computer Programmer IV (1)	26.14
Computer Systems Analyst I (1)	23.56
Computer Systems Analyst II (1)	27.00
Computer Systems Analyst III (1)	27.62
Peripheral Equipment Operator	11.09

Automotive Service Occupations

Automotive Body Repairer, Fiberglass	19.36
Automotive Glass Installer	18.02
Automotive Worker	18.02
Electrician, Automotive	18.73
Mobile Equipment Servicer	16.45
Motor Equipment Metal Mechanic	19.36
Motor Equipment Metal Worker	18.02
Motor Vehicle Mechanic	19.36
Motor Vehicle Mechanic Helper	15.71
Motor Vehicle Upholstery Worker	17.21
Motor Vehicle Wrecker	18.02
Painter, Automotive	18.73
Radiator Repair Specialist	18.02
Tire Repairer	15.89
Transmission Repair Specialist	19.36

Food Preparation and Service Occupations

Baker	11.47
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Cook I	10.46
Cook II	11.47
Dishwasher	8.44
Food Service Worker	8.44
Meat Cutter	12.27
Waiter/Waitress	9.04

Furniture Maintenance and Repair Occupations

Electrostatic Spray Painter	18.73
Furniture Handler	13.89
Furniture Refinisher	18.73
Furniture Refinisher Helper	15.71
Furniture Repairer, Minor	17.22
Upholsterer	18.73

General Services and Support Occupations

Cleaner, Vehicles	8.25
Elevator Operator	9.49
Gardener	10.46
House Keeping Aid I	8.25
House Keeping Aid II	9.49
Janitor	9.49
Laborer, Grounds Maintenance	9.08
Maid or Houseman	7.67
Pest Controller	12.59
Refuse Collector	8.25
Tractor Operator	10.27
Window Cleaner	10.17

Health Occupations

Dental Assistant	13.40
Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	10.93
Licensed Practical Nurse I	10.02
Licensed Practical Nurse II	11.24
Licensed Practical Nurse III	12.57
Medical Assistant	9.89
Medical Laboratory Technician	11.24
Medical Record Clerk	10.71
Medical Record Technician	13.54
Nursing Assistant I	7.46
Nursing Assistant II	8.38
Nursing Assistant III	9.15
Nursing Assistant IV	10.26
Pharmacy Technician	12.11
Phlebotomist	11.24
Registered Nurse I	15.57
Registered Nurse II	19.06
Registered Nurse II, Specialist	19.06
Registered Nurse III	23.06

Registered Nurse III, Anesthetist	23.06
Registered Nurse IV	27.62

Information and Arts Occupations

Audiovisual Librarian	16.56
Exhibits Specialist I	15.21
Exhibits Specialist II	17.70
Exhibits Specialist III	20.40
Illustrator I	15.66
Illustrator II	18.22
Illustrator III	21.00
Librarian	22.24
Library Technician	12.98
Photographer I	12.04
Photographer II	15.21
Photographer III	17.70
Photographer IV	20.40
Photographer V	23.77

Laundry, Dry Cleaning, Pressing and Related Occupations

Assembler	7.65
Counter Attendant	7.65
Dry Cleaner	9.61
Finisher, Flatwork, Machine	7.65
Presser, Hand	7.65
Presser, Machine, Drycleaning	7.65
Presser, Machine, Shirts	7.65
Presser, Machine, Wearing Apparel, Laundry	7.65
Sewing Machine Operator	10.26
Tailor	10.91
Washer, Machine	8.30

Machine Tool Operation and Repair Occupations

Machine-Tool Operator (Toolroom)	18.81
Tool and Die Maker	21.51

Material Handling and Packing Occupations

Forklift Operator	13.88
Fuel Distribution System Operator	17.40
Material Coordinator	13.54
Material Expediter	13.54
Material Handling Laborer	11.34
Order Filler	11.02
Production Line Worker (Food Processing)	12.36
Shipping Packer	12.94
Shipping/Receiving Clerk	12.94
Stock Clerk (Shelf Stocker; Store Worker II)	15.67
Store Worker I	11.40
Tools and Parts Attendant	14.95

Warehouse Specialist	13.00
Mechanics and Maintenance and Repair Occupations	
Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71
Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.10
Electronics Technician, Maintenance II	19.25
Electronics Technician, Maintenance III	24.98
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	16.26
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.36
Instrument Mechanic	19.36
Laborer	13.07
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	22.26
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	20.49
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45

Miscellaneous Occupations

Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
Embalmer	18.55
Lifeguard	9.14
Mortician	18.55
Park Attendant (Aide)	11.48
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.03
Recreation Specialist	14.04
Recycling Worker	10.00
Sales Clerk	9.03
School Crossing Guard (Crosswalk Attendant)	8.25
Sport Official	9.14
Survey Party Chief (Chief of Party)	14.97
Surveying Aide	8.63
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.61
Swimming Pool Operator	13.19
Vending Machine Attendant	11.50
Vending Machine Repairer	13.19
Vending Machine Repairer Helper	11.50

Personal Needs Occupations

Child Care Attendant	10.13
Child Care Center Clerk	12.64
Chore Aid	7.70
Homemaker	14.09

Plant and System Operation Occupations

Boiler Tender	19.36
Sewage Plant Operator	18.73
Stationary Engineer	19.36
Ventilation Equipment Tender	16.45
Water Treatment Plant Operator	18.73

Protective Service Occupations

Alarm Monitor	11.72
Corrections Officer	17.78
Court Security Officer	17.78
Detention Officer	17.78
Firefighter	15.91
Guard I	7.80
Guard II	13.48
Police Officer	19.66

Stevedoring/Longshoremen Occupations

Blocker and Bracer	16.31
Hatch Tender	16.31
Line Handler	16.31
Stevedore I	15.57
Stevedore II	16.95

Technical Occupations

Air Traffic Control Specialist, Center (2)	27.37
Air Traffic Control Specialist, Station (2)	18.87
Air Traffic Control Specialist, Terminal (2)	20.97
Archeological Technician I	10.44
Archeological Technician II	11.68
Archeological Technician III	14.47
Cartographic Technician	19.84
Civil Engineering Technician	17.75
Computer Based Training (CBT) Specialist/ Instructor	22.91
Drafter I	11.13
Drafter II	13.85
Drafter III	17.49
Drafter IV	22.26
Engineering Technician I	12.63
Engineering Technician II	14.19
Engineering Technician III	16.40
Engineering Technician IV	19.07
Engineering Technician V	22.94
Engineering Technician VI	27.03
Environmental Technician	17.21
Flight Simulator/Instructor (Pilot)	23.17
Graphic Artist	20.49
Instructor	19.06
Laboratory Technician	15.06
Mathematical Technician	18.63
Paralegal/Legal Assistant I	14.93
Paralegal/Legal Assistant II	19.04
Paralegal/Legal Assistant III	23.31
Paralegal/Legal Assistant IV	28.19
Photooptics Technician	18.63
Technical Writer	20.67
Unexploded (UXO) Safety Escort	17.39
Unexploded (UXO) Sweep Personnel	17.39
Unexploded Ordnance (UXO) Technician I	17.39
Unexploded Ordnance (UXO) Technician II	21.05
Unexploded Ordnance (UXO) Technician III	25.23
Weather Observer, Combined Upper Air and Surface Programs (3)	16.28
Weather Observer, Senior (3)	19.46
Weather Observer, Upper Air (3)	16.28

Transportation/ Mobile Equipment Operation Occupations

Bus Driver	15.68
Parking and Lot Attendant	7.86
Shuttle Bus Driver	11.47
Taxi Driver	9.52
Truckdriver, Heavy Truck	15.31
Truckdriver, Light Truck	11.47
Truckdriver, Medium Truck	14.64
Truckdriver, Tractor-Trailer	17.86

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plans, civic and personal leave, severance pay, and savings and thrift plans. Minimum employer contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) **APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL:** An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) **WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY:** If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and

hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees

themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

A. Incorporate fee earned/lost for the fifth fee period, November 1, 2001 through April 30, 2002.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	19,162,659	122,555	395,064	250,324	19,930,602
Task 2.0, 3.0, 4.0	14,709,519	144,527	934,421	310,034	16,098,501
Task 6.0 & 7.0	23,588,459	259,655	217,116	467,397	24,532,627
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Previous Mod 28	57,605,259	526,737	1,569,492	1,026,404	60,727,892

Fee Earned/Lost
5th Fee Period, 11/1/01-4/30/02

Task 1.0 & 5.0	0	0	16,088	(7,689)	8,399
Task 2.0, 3.0, 4.0	0	0	33,987	(8,524)	25,463
Task 6.0 & 7.0	0	0	5,971	(14,287)	(8,316)
TDs #5-38, 41-42, 44, 46					

Changes	0	0	56,046	(30,500)	25,546
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New Amounts

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	19,162,659	122,555	411,152	242,635	19,939,001
Task 2.0, 3.0, 4.0	14,709,519	144,527	968,408	301,510	16,123,964
Task 6.0 & 7.0	23,588,459	259,655	223,087	453,110	24,524,311
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	57,605,259	526,737	1,625,538	995,904	60,753,438

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.856% 92.38%	12.921% 86.14%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.710% 88.55%	15.350% 76.75%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	8.702% 87.02%	7.470% 74.70%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.067% 81.35%	3.121% 62.42%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.077%	80.504%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.558% 90.23%	20.391% 81.56%
<u>TASK GROUP 2 (WBS 2, 3, & 4)</u>	60%	54.852% 91.42%	49.842% 83.07%
<u>TASK GROUP 3 (WBS 6 & 7)</u>	10%	8.067% 80.67%	6.121% 61.21%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.077%	80.504%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.23%	81.56%	125%	2.560	11.535	25%	100%
Task Group 2	91.42%	83.07%	125%	2.913	11.976	25%	100%
Task Group 3	80.67%	61.21%	125%	1.294	5.138	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	<i>Contract Reporting</i>							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	95%	90%	Contractor shall perform a random sampling of the data in the NEMS database.	15%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	20%		
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	25%		
8	1.1.2.4 Exchange and/or Sale of Property	Six sales per each six-month period shall be conducted unless requirement is waived by the Property Disposal Officer	83%	66%	Sales database will be used to verify the number of sales conducted.	20%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management						27%	
11	1.4 Supply Management	Inventory discrepancies shall be reconciled within 5 working days after notification of bin error.	91%	83%	Contractor shall review the NSMS destination transaction screen monthly.	20%		
12	1.4 Supply Management	Shelf life material must be pulled and staged for disposal prior to reaching the expiration date.	95%	90%	Contractor shall review the shelf life report monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		

MOC-1 Performance Standards
NAS-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule (LVMS).	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		

MOC-1 Performance Standards
NASJ-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		

MOC-1 Performance Standards
NASJ-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	2.0 Imaging Technology							20%
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
130	2.0 Imaging Technology	Video, Audio/Visual, and multimedia masters shall be posted to appropriate record keeping system within 30 days following completion	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	20%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	40%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	40%		
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 20 working days after the end of the month.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC related	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		

MOC-1 Performance Standards
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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	4%	even fee periods	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	10%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		14.49%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.51%	
	6.4 Organization Development and Training Support						6.41%	
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.70%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		19.63%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.50%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.92%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.45%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		11.27%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.26%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.59%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	<i>6.16 Mobile Television Production Van</i>						0.49%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
150	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.31%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.43%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.43%	
119	6.25 Internal Communications Officer	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.69%	
122	6.26 Administrative Support for the Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.40%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.24%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.01%	
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.50%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.31 Records Management						8%	
136	6.31 Records Management	Cartons requested from Plum Brook shall be completed within 24 hours from receipt of customer request.	98%	90%	Monthly review of the fax requests and excel and RMSS database	10%		
137	6.31 Records Management	Contracts and folders requested from Plum Brook shall be completed within 24 hours from receipt of customer request.	98%	90%	Monthly review of the fax requests and excel database.	10%		
138	6.31 Records Management	Cartons shall be shipped to Plum Brook within two weeks after the MTS delivery ticket is generated for the pickup of the record boxes	95%	90%	Monthly review of C-277 files, databases, MTS delivery system and warehouse.	10%		
139	6.31 Records Management	Folders shipped to Plum Brook shall be processed within 48 hours after receipt of the folder.	98%	90%	Monthly review of excel database, pending and completed material receipt.	10%		
140	6.31 Records Management	Shelf location shall be accurately updated in RMSS with the assigned shelf locations.	98%	90%	Monthly review of C-7091, RMSS and C-277	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
141	6.31 Records Management	Records waiting for destruction (with correct schedule and retention information) shall be completed within two weeks after receiving initial report.	95%	90%	Monthly review of DAC reports	10%		
142	6.31 Records Management	DAC records will be correctly entered into the RMSS and excel databases.	95%	90%	Monthly review of excel and RMSS databases, completed DAC cards, report.	10%		
143	6.31 Records Management	Updates to the RMSS will be completed with 3 days after receipt.	95%	90%	Monthly review of RMSS	10%		
144	6.31 Records Management	NARA transfer records paperwork shall be completed within 2 weeks after boxes are pulled from Plum Brook	98%	90%	Monthly verify transfer paperwork against C-277 and record boxes	10%		
145	6.31 Records Management	NASA transfer records paperwork, skidding, and updating of record boxes and databases will be processed accurately within 2 weeks after receipt of paperwork from Headquarters	98%	90%	Monthly verify paperwork to record boxes, C 277, paperwork received from HQs and shipping document.	10%		
							100.0%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.73%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.47%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.67%	
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.07%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.13%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.49%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.50%	
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.98%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.43%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.26%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		24.56%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.73%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.11%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
95	7.20 7100/Computer Services Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.78%	
96	7.21 7200/Test Installation Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11%	
97	7.22 7400/Manufacturing Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
98	7.23 7500/Facilities and Test Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.32%	
99	7.24 7700/Engineering Design and Analysis Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.77%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
102	7.27 7830/Technical Resource Management Group	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.89%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.14%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.13%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.21%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.15%	
							100%	100%

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort)</i>				1. CLEARANCE AND SAFEGUARDING a. FACILITY CLEARANCE REQUIRED SECRET b. LEVEL OF SAFEGUARDING REQUIRED NONE																																																																																																																	
2. THIS SPECIFICATION IS FOR: (X and complete as applicable)				3. THIS SPECIFICATION IS: (X and complete as applicable)																																																																																																																	
<input checked="" type="checkbox"/>	a. PRIME CONTRACT NUMBER NAS3-99179		<input checked="" type="checkbox"/>	a. ORIGINAL (Complete date in all cases) DATE (YYYYMMDD) 19991015																																																																																																																	
	b. SUBCONTRACT NUMBER		<input checked="" type="checkbox"/>	b. REVISED (Supersedes all previous specs) 2	REVISION NO. DATE (YYYYMMDD) 20020511																																																																																																																
	c. SOLICITATION OR OTHER NUMBER	DUE DATE (YYYYMMDD)		c. FINAL (Complete item 5 in all cases) DATE (YYYYMMDD)																																																																																																																	
4. IS THIS A FOLLOW-ON CONTRACT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under _____ (Preceding Contract Number) is transferred to this follow-on contract.																																																																																																																					
5. IS THIS A FINAL DD FORM 254? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period of _____.																																																																																																																					
6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code)																																																																																																																					
a. NAME, ADDRESS, AND ZIP CODE InDyne, Inc. 21000 BrookPark Road Cleveland, OH 44135			b. CAGE CODE 1M4G8		c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) Defense Security Service Central Region 5800 E. Campus Circle Drive, #110A Irving, TX 75063																																																																																																																
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9. GENERAL IDENTIFICATION OF THIS PROCUREMENT Logistics, imaging technology, publishing, metrology, library, mail handling, transportation of mail and packages, and administrative and clerical services. Two (2) year base period and option for up to three (3) additional years.																																																																																																																					
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12. **PUBLIC RELEASE.** Any information (classified or unclassified) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release ☐ Direct ☒ Through (Specify)

NASA Headquarters, Public Affairs Office, Washington, DC 20546

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
*In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

13. **SECURITY GUIDANCE.** The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under the contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.)

The contractor will have no off-site storage requirements of classified information. All classified information will be stored at the NASA Glenn Research Center.

NASA Security Procedures and Guidelines, NPG 1620.1 as currently revised.

NASA Security of Information Technology, NPG 2810.1 as currently revised.

SEE APPENDED DD FORM 254, IF APPLICABLE.

14. **ADDITIONAL SECURITY REQUIREMENTS.** Requirements, in addition to ISM requirements, are established for this contract. ☐ YES ☒ NO
(If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.)

15. **INSPECTIONS.** Elements of this contract are outside the inspection responsibility of the cognizant security office. ☐ YES ☒ NO

(If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)

16. **CERTIFICATION AND SIGNATURE.** Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL

Paul K. Wells

b. TITLE

Industrial Security Specialist,
Security Management Office

c. TELEPHONE (Include Area Code)

(216) 433-3153

d. ADDRESS (Include Zip Code)

NASA Glenn Research Center
21000 BrookPark Road
Cleveland, OH 44135

17. **REQUIRED DISTRIBUTION**

☒

a. CONTRACTOR

☐

b. SUBCONTRACTOR

☒

c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR

☐

d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION

☒

e. ADMINISTRATIVE CONTRACTING OFFICER

☒

f. OTHERS AS NECESSARY

e. SIGNATURE



AMENDMENT OF SOLICITATION/MODIFICATION			1. CONTRACT ID CODE		PAGE 1 of 2		
2. AMENDMENT/MODIFICATION NO. 30		3. EFFECTIVE DATE SEP 09 2002		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6)			CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority)	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:	
<input checked="" type="checkbox"/>	D	OTHER (Specify type of modification and authority) The clause entitled Option to Extend the Term of the Contract (52.217-9) (March 1989)	

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

A. The Government hereby exercises its option (Option 2) to extend the term of the contract by one year from November 1, 2002 through October 31, 2003.

B. The Department of Labor's Wage Determination No. 1994-2416, Revision 17, dated May 28, 2002, is attached hereto and made a part hereof (8 pages), and is effective November 1, 2002.

(Continued on page 2)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)		BY <u>Marc Hudson</u> (Signature of Contracting Officer)	SEP 09 2002

C. As the result of exercising Option 2, the contract values are as follows:

	PRIOR CONTRACT AMOUNT (Mod. 29)	THIS ACTION*	RESULTANT CONTRACT AMOUNT
Total Estimated Cost	\$57,605,259	\$19,556,328	\$77,161,587
Cost Incentive Fee	\$ 526,737	\$ 0	\$ 526,737
Technical Incentive Fee	\$ 1,625,538	\$ 572,034	\$ 2,197,572
Award Fee	\$ <u>995,904</u>	\$ <u>461,291</u>	\$ <u>1,457,195</u>
Total Cost Plus Fees	\$60,753,438	\$20,589,653	\$81,343,091

*For figures in this column refer to Modification 28.

(END OF TEXT)

William W. Gross
Director

Division of
Wage Determinations

Wage Determination No.: 1994-2416
Revision No.: 17
Date Of Last Revision: 05/28/2002

State: Ohio

Area: Ohio Counties of Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lora
Medina, Portage, Richland, Stark, Summit, Wayne

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION TITLE	MINIMUM WAGE RATE
Administrative Support and Clerical Occupations	
Accounting Clerk I	9.09
Accounting Clerk II	11.57
Accounting Clerk III	12.97
Accounting Clerk IV	15.12
Court Reporter	16.67
Dispatcher, Motor Vehicle	13.17
Document Preparation Clerk	11.84
Duplicating Machine Operator	11.84
Film/Tape Librarian	11.52
General Clerk I	8.26
General Clerk II	9.39
General Clerk III	11.01
General Clerk IV	13.21
Housing Referral Assistant	16.69
Key Entry Operator I	9.08
Key Entry Operator II	10.90
Messenger (Courier)	8.17
Order Clerk I	10.88
Order Clerk II	12.93
Personnel Assistant (Employment) I	11.49
Personnel Assistant (Employment) II	12.91
Personnel Assistant (Employment) III	15.15
Personnel Assistant (Employment) IV	17.04
Production Control Clerk	15.16
Rental Clerk	11.52
Scheduler, Maintenance	12.97
Secretary I	12.97
Secretary II	14.93
Secretary III	16.69
Secretary IV	18.23
Secretary V	21.29
Service Order Dispatcher	11.52
Stenographer I	11.80
Stenographer II	12.97
Supply Technician	18.23
Survey Worker (Interviewer)	12.98
Switchboard Operator-Receptionist	11.42
Test Examiner	14.93
Test Proctor	14.93
Travel Clerk I	10.24
Travel Clerk II	10.98
Travel Clerk III	11.79
Word Processor I	11.07

Word Processor II	15.75
Word Processor III	17.17
Automatic Data Processing Occupations	
Computer Data Librarian	10.31
Computer Operator I	10.16
Computer Operator II	13.36
Computer Operator III	15.83
Computer Operator IV	18.92
Computer Operator V	20.96
Computer Programmer I (1)	16.82
Computer Programmer II (1)	18.80
Computer Programmer III (1)	23.86
Computer Programmer IV (1)	27.62
Computer Systems Analyst I (1)	25.92
Computer Systems Analyst II (1)	27.62
Computer Systems Analyst III (1)	27.62
Peripheral Equipment Operator	11.09
Automotive Service Occupations	
Automotive Body Repairer, Fiberglass	19.36
Automotive Glass Installer	18.02
Automotive Worker	18.02
Electrician, Automotive	18.73
Mobile Equipment Servicer	16.45
Motor Equipment Metal Mechanic	19.36
Motor Equipment Metal Worker	18.02
Motor Vehicle Mechanic	19.36
Motor Vehicle Mechanic Helper	15.71
Motor Vehicle Upholstery Worker	17.21
Motor Vehicle Wrecker	18.02
Painter, Automotive	18.73
Radiator Repair Specialist	18.02
Tire Repairer	15.89
Transmission Repair Specialist	19.36
Food Preparation and Service Occupations	
Baker	11.47
Cook I	10.46
Cook II	11.47
Dishwasher	8.58
Food Service Worker	8.44
Meat Cutter	12.84
Waiter/Waitress	9.04
Furniture Maintenance and Repair Occupations	
Electrostatic Spray Painter	18.73
Furniture Handler	13.89
Furniture Refinisher	18.73
Furniture Refinisher Helper	15.71
Furniture Repairer, Minor	17.22
Upholsterer	18.73
General Services and Support Occupations	
Cleaner, Vehicles	9.08
Elevator Operator	9.96
Gardener	11.51
House Keeping Aid I	8.25
House Keeping Aid II	9.49
Janitor	9.96
Laborer, Grounds Maintenance	9.99
Maid or Houseman	7.86
Pest Controller	13.22
Refuse Collector	9.08
Tractor Operator	11.30
Window Cleaner	10.68
Health Occupations	
Dental Assistant	13.40
Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	10.93
Licensed Practical Nurse I	11.02

Licensed Practical Nurse II	12.36
Licensed Practical Nurse III	13.83
Medical Assistant	10.88
Medical Laboratory Technician	12.36
Medical Record Clerk	11.40
Medical Record Technician	13.54
Nursing Assistant I	7.71
Nursing Assistant II	8.66
Nursing Assistant III	9.46
Nursing Assistant IV	10.61
Pharmacy Technician	12.11
Phlebotomist	12.36
Registered Nurse I	17.13
Registered Nurse II	20.97
Registered Nurse II, Specialist	20.97
Registered Nurse III	25.37
Registered Nurse III, Anesthetist	25.37
Registered Nurse IV	30.38
Information and Arts Occupations	
Audiovisual Librarian	16.56
Exhibits Specialist I	16.11
Exhibits Specialist II	18.75
Exhibits Specialist III	21.61
Illustrator I	16.32
Illustrator II	18.99
Illustrator III	21.88
Librarian	22.24
Library Technician	12.98
Photographer I	13.24
Photographer II	16.73
Photographer III	19.47
Photographer IV	22.44
Photographer V	26.18
Laundry, Dry Cleaning, Pressing and Related Occupations	
Assembler	7.65
Counter Attendant	7.65
Dry Cleaner	9.61
Finisher, Flatwork, Machine	7.65
Presser, Hand	7.65
Presser, Machine, Drycleaning	7.65
Presser, Machine, Shirts	7.65
Presser, Machine, Wearing Apparel, Laundry	7.65
Sewing Machine Operator	10.26
Tailor	10.91
Washer, Machine	8.30
Machine Tool Operation and Repair Occupations	
Machine-Tool Operator (Toolroom)	18.82
Tool and Die Maker	21.52
Material Handling and Packing Occupations	
Forklift Operator	14.79
Fuel Distribution System Operator	17.40
Material Coordinator	14.89
Material Expediter	14.89
Material Handling Laborer	12.07
Order Filler	11.02
Production Line Worker (Food Processing)	13.60
Shipping Packer	14.23
Shipping/Receiving Clerk	14.23
Stock Clerk (Shelf Stocker; Store Worker II)	15.67
Store Worker I	11.46
Tools and Parts Attendant	14.95
Warehouse Specialist	14.17
Mechanics and Maintenance and Repair Occupations	
Aircraft Mechanic	19.36
Aircraft Mechanic Helper	15.71

Aircraft Quality Control Inspector	20.07
Aircraft Servicer	17.21
Aircraft Worker	18.02
Appliance Mechanic	18.73
Bicycle Repairer	15.89
Cable Splicer	20.49
Carpenter, Maintenance	18.73
Carpet Layer	18.02
Electrician, Maintenance	21.69
Electronics Technician, Maintenance I	15.89
Electronics Technician, Maintenance II	20.26
Electronics Technician, Maintenance III	26.29
Fabric Worker	17.21
Fire Alarm System Mechanic	19.36
Fire Extinguisher Repairer	16.45
Fuel Distribution System Mechanic	17.89
General Maintenance Worker	18.02
Heating, Refrigeration and Air Conditioning Mechanic	19.36
Heavy Equipment Mechanic	19.36
Heavy Equipment Operator	19.79
Instrument Mechanic	19.36
Laborer	13.23
Locksmith	18.73
Machinery Maintenance Mechanic	20.75
Machinist, Maintenance	19.29
Maintenance Trades Helper	15.71
Millwright	22.26
Office Appliance Repairer	18.73
Painter, Aircraft	18.73
Painter, Maintenance	18.73
Pipefitter, Maintenance	22.65
Plumber, Maintenance	20.49
Pneudraulic Systems Mechanic	19.36
Rigger	19.36
Scale Mechanic	18.02
Sheet-Metal Worker, Maintenance	19.36
Small Engine Mechanic	18.02
Telecommunication Mechanic I	19.36
Telecommunication Mechanic II	20.06
Telephone Lineman	19.36
Welder, Combination, Maintenance	19.36
Well Driller	19.36
Woodcraft Worker	19.36
Woodworker	16.45
Miscellaneous Occupations	
Animal Caretaker	9.42
Carnival Equipment Operator	10.00
Carnival Equipment Repairer	10.46
Carnival Worker	8.25
Cashier	8.28
Desk Clerk	10.13
Embalmer	18.55
Lifeguard	9.57
Mortician	20.41
Park Attendant (Aide)	12.02
Photofinishing Worker (Photo Lab Tech., Darkroom Tech)	9.03
Recreation Specialist	14.04
Recycling Worker	11.00
Sales Clerk	9.06
School Crossing Guard (Crosswalk Attendant)	9.08
Sport Official	9.57
Survey Party Chief (Chief of Party)	15.23
Surveying Aide	8.78
Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.19
Swimming Pool Operator	13.19

Vending Machine Attendant	11.50
Vending Machine Repairer	13.19
Vending Machine Repairer Helper	11.50
Personal Needs Occupations	
Child Care Attendant	10.13
Child Care Center Clerk	12.64
Chore Aid	7.78
Homemaker	14.24
Plant and System Operation Occupations	
Boiler Tender	19.36
Sewage Plant Operator	18.73
Stationary Engineer	19.36
Ventilation Equipment Tender	16.56
Water Treatment Plant Operator	18.73
Protective Service Occupations	
Alarm Monitor	12.34
Corrections Officer	17.95
Court Security Officer	17.95
Detention Officer	17.95
Firefighter	16.16
Guard I	8.58
Guard II	14.83
Police Officer	19.73
Stevedoring/Longshoremen Occupations	
Blocker and Bracer	16.72
Hatch Tender	16.72
Line Handler	16.72
Stevedore I	15.57
Stevedore II	16.95
Technical Occupations	
Air Traffic Control Specialist, Center (2)	28.65
Air Traffic Control Specialist, Station (2)	19.76
Air Traffic Control Specialist, Terminal (2)	21.77
Archeological Technician I	10.44
Archeological Technician II	11.68
Archeological Technician III	14.47
Cartographic Technician	19.84
Civil Engineering Technician	18.88
Computer Based Training (CBT) Specialist/ Instructor	25.20
Drafter I	11.13
Drafter II	13.85
Drafter III	17.49
Drafter IV	22.26
Engineering Technician I	13.89
Engineering Technician II	15.61
Engineering Technician III	18.04
Engineering Technician IV	20.98
Engineering Technician V	25.23
Engineering Technician VI	29.73
Environmental Technician	18.93
Flight Simulator/Instructor (Pilot)	25.49
Graphic Artist	20.49
Instructor	20.24
Laboratory Technician	15.06
Mathematical Technician	19.03
Paralegal/Legal Assistant I	14.93
Paralegal/Legal Assistant II	19.04
Paralegal/Legal Assistant III	23.31
Paralegal/Legal Assistant IV	28.19
Photooptics Technician	20.49
Technical Writer	20.67
Unexploded (UXO) Safety Escort	18.21
Unexploded (UXO) Sweep Personnel	18.21
Unexploded Ordnance (UXO) Technician I	18.21
Unexploded Ordnance (UXO) Technician II	22.04

Unexploded Ordnance (UXO) Technician III	26.41
Weather Observer, Combined Upper Air and Surface Programs (3)	17.91
Weather Observer, Senior (3)	21.41
Weather Observer, Upper Air (3)	17.91
Transportation/ Mobile Equipment Operation Occupations	
Bus Driver	16.10
Parking and Lot Attendant	7.86
Shuttle Bus Driver	12.62
Taxi Driver	9.52
Truckdriver, Heavy Truck	16.84
Truckdriver, Light Truck	12.62
Truckdriver, Medium Truck	16.10
Truckdriver, Tractor-Trailer	17.86

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: Life, accident, and health insurance plans, sick leave, pension plan, civic and personal leave, severance pay, and savings and thrift plans. Minimum employee contributions costing an average of \$2.56 per hour computed on the basis of all hours worked by service employees employed on the contract.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or success weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole of continuous service with the present contractor or successor, wherever employed, at the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at a rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employee (40 hours per week) and Sunday is part of your regularly scheduled workweek, you are paid at your basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, drying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employee

possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arm ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differentials.

OCCUPATION NOTES:

Refuse Collector: The rate for the Refuse Collector occupation applies does not apply to Cuyahoga County. See Wage Determination 1966-0048 for the wage rates and fringe benefits for Cuyahoga County.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either the terms of the Government contract, by the employer, by the state or local law, or the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) uniforms is an expense that may not be borne by an employee where such cost reduces hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost) reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week or \$0.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal gear and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Standard Form 1444)

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. (See 4.6 (C)(vi)) When multiple wage determinations are included in a contract, a separate

1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation and computes a proposed rate).
- 2) After contract award, the contractor prepares a written report listing in order of priority (classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report on the action, together with the agency's recommendations and pertinent information including position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b) Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties required are not performed by a classification already listed in the wage determination. Remember it is not the job title, but the required tasks that determine whether a class is in an established wage determination. Conformances may not be used to artificially combine, or subdivide classifications listed in the wage determination.

AMENDMENT OF SOLICITATION/MODIFICATION				1. CONTRACT ID CODE		PAGE 1 of 5	
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">31</div>		3. EFFECTIVE DATE <div style="text-align: center;">October 16, 2002</div>		4. REQUISITION/PURCHASE NO. <div style="text-align: center;">N/A</div>		5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/>			
				9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/>			
				10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179			
				10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) _____	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).	
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority) _____	

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Option period numbers 1, 2, and 3 total contract values (baselines) are adjusted for Technical Directions issued since December 1, 2001.

(Continued next Page)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)		BY <u>Marc Hudson</u> (Signature of Contracting Officer)	Oct. 16, 2002

A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 1.

Baseline for Contract to Date		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		26,066,874	122,555	556,512	356,277	27,102,218
Task 2.0, 3.0, 4.0		19,634,066	144,527	1,317,655	429,914	21,526,162
Task 6.0 & 7.0		31,316,025	259,655	300,514	672,355	32,548,549
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline from Mod 30		77,161,587	526,737	2,197,572	1,457,195	81,343,091
TD Adjustment Option Year 1						
Task 1.0 & 5.0		18,621	0	517	589	19,727
Task 2.0, 3.0, 4.0		15,515	0	524	17	16,056
Task 6.0 & 7.0		308,569	0	2,676	6,758	318,003
Option Year 1 Changes		342,705	0	3,717	7,364	353,786
New Amounts						
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		26,085,495	122,555	557,029	356,866	27,121,945
Task 2.0, 3.0, 4.0		19,649,581	144,527	1,318,179	429,931	21,542,218
Task 6.0 & 7.0		31,624,594	259,655	303,190	679,113	32,866,552
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline		77,504,292	526,737	2,201,289	1,464,559	81,696,877

A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 2.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,085,495	122,555	557,029	356,866	27,121,945
Task 2.0, 3.0, 4.0	19,649,581	144,527	1,318,179	429,931	21,542,218
Task 6.0 & 7.0	31,624,594	259,655	303,190	679,113	32,866,552
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Previous page	77,504,292	526,737	2,201,289	1,464,559	81,696,877
TD Adjustment Option Year 2					
Task 1.0 & 5.0	(3,919)	0	(109)	(124)	(4,152)
Task 2.0, 3.0, 4.0	(34,108)	0	(2,403)	(1,079)	(37,590)
Task 6.0 & 7.0	330,584	0	2,941	8,248	341,773
Optio Year 2 Changes	292,557	0	429	7,045	300,031
New Amounts					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,081,576	122,555	556,920	356,742	27,117,793
Task 2.0, 3.0, 4.0	19,615,473	144,527	1,315,776	428,852	21,504,628
Task 6.0 & 7.0	31,955,178	259,655	306,131	687,361	33,208,325
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	77,796,849	526,737	2,201,718	1,471,604	81,996,908

A. Adjust baseline for approved Technical Directives issued since December 1, 2001 affecting Option 3.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	0	0	0	0	0
Task 1.0 & 5.0	7,055,267	0	147,939	115,277	7,318,483
Task 2.0, 3.0, 4.0	5,010,675	0	353,337	130,306	5,494,318
Task 6.0 & 7.0	7,779,994	0	78,301	221,978	8,080,273
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline for Option 3 from Mod 28	19,845,936	0	579,577	467,561	20,893,074
TD Adjustment					
Option Year 3					
Task 1.0 & 5.0	(121,710)	0	(3,420)	(3,852)	(128,982)
Task 2.0, 3.0, 4.0	(56,319)	0	(4,533)	(1,782)	(62,634)
Task 6.0 & 7.0	285,888	0	2,366	6,834	295,088
Option Year 3 Changes	107,859	0	(5,587)	1,200	103,472
New Amounts					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,933,557	0	144,519	111,425	7,189,501
Task 2.0, 3.0, 4.0	4,954,356	0	348,804	128,524	5,431,684
Task 6.0 & 7.0	8,065,882	0	80,667	228,812	8,375,361
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline	19,953,795	0	573,990	468,761	20,996,546
Overall New Total Contract Value (All 5 Years)					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	33,015,133	122,555	701,439	468,167	34,307,294
Task 2.0, 3.0, 4.0	24,569,829	144,527	1,664,580	557,376	26,936,312
Task 6.0 & 7.0	40,021,060	259,655	386,798	916,173	41,583,686
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	97,750,644	526,737	2,775,708	1,940,365	102,993,454

Technical Directives
Modification 31

TD#	WBS #	Option 1			Total	Option 2				Option 3				Total Contract			
		Cost	TF	AF		Cost	TF	AF	Total	Cost	TF	AF	Total	Cost	TF	AF	Total
49	1.0	18,621	517	589	19,727	(3,919)	(109)	(124)	(4,152)	(121,710)	(3,420)	(3,852)	(128,982)	(107,008)	(3,012)	(3,387)	(113,407)
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total for 1.0 & 5.0		18,621	517	589	19,727	(3,919)	(109)	(124)	(4,152)	(121,710)	(3,420)	(3,852)	(128,982)	(107,008)	(3,012)	(3,387)	(113,407)
45	2.0	44,464	2,849	933	48,246	23,949	2,279	758	26,986	1,978	185	63	2,226	70,391	5,313	1,754	77,458
66	4.0	(28,949)	(2,325)	(916)	(32,190)	(58,057)	(4,682)	(1,837)	(64,576)	(58,297)	(4,718)	(1,845)	(64,860)	(145,303)	(11,725)	(4,598)	(161,626)
Total for 2.0, 3.0 & 4.0		15,515	524	17	16,056	(34,108)	(2,403)	(1,079)	(37,590)	(56,319)	(4,533)	(1,782)	(62,634)	(74,912)	(6,412)	(2,844)	(84,168)
68	6.2.3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
67	6.2.10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
51	6.2.12	21,046	1,111	2,670	24,827	26,844	1,390	3,381	31,615	27,292	1,383	3,396	32,071	75,182	3,884	9,447	88,513
47	6.4.4.2	152,250	30	71	152,351	152,250	29	71	152,350	152,250	29	71	152,350	456,750	88	213	457,051
84	6.4	15,198	355	481	16,034	18,238	237	577	19,052	18,313	236	580	19,129	51,749	828	1,638	54,215
89	6.5	(3,974)	(52)	(126)	(4,152)	(49,066)	(639)	(1,553)	(51,258)	(50,747)	(654)	(1,606)	(53,007)	(103,787)	(1,345)	(3,285)	(108,417)
72	6.13	21,872	288	692	22,852	60,011	781	1,899	62,691	62,067	800	1,964	64,831	143,950	1,869	4,555	150,374
70	6.13.2	(23,742)	(312)	(751)	(24,805)	(63,137)	(822)	(1,998)	(65,957)	(63,397)	(817)	(2,007)	(66,221)	(150,276)	(1,951)	(4,758)	(156,983)
78	6.13.2	5,461	7	173	5,641	0	0	0	0	0	0	0	0	5,461	7	173	5,641
63	6.13	6,625	87	210	6,922	31,799	414	1,006	33,219	31,930	412	1,011	33,353	70,354	913	2,227	73,494
86	6.13	(9,329)	(123)	(295)	(9,747)	(44,658)	(581)	(1,413)	(46,652)	(44,843)	(578)	(1,419)	(46,840)	(98,830)	(1,282)	(3,127)	(103,239)
55	6.23	526	7	17	550	5,197	68	164	5,429	5,375	69	170	5,614	11,098	144	351	11,593
57	6.25	1,498	20	47	1,565	5,293	69	168	5,530	5,474	71	173	5,718	12,265	160	388	12,813
58	6.30	24,947	328	790	26,065	17,884	233	566	18,683	0	0	0	0	42,831	561	1,356	44,748
85	6.30	17,982	236	568	18,766	2,994	39	95	3,128	0	0	0	0	20,958	275	663	21,894
88	6.30	0	0	0	0	22,749	296	720	23,765	0	0	0	0	22,749	296	720	23,765
76	6.31	48,769	642	1,544	50,955	99,285	1,292	3,142	103,719	101,444	1,308	3,211	105,963	249,498	3,242	7,897	260,637
76	6.2	(48,769)	(642)	(1,544)	(50,955)	(99,285)	(1,292)	(3,142)	(103,719)	(101,444)	(1,308)	(3,211)	(105,963)	(249,498)	(3,242)	(7,897)	(260,637)
77	6.32	3,047	27	65	3,139	459	6	15	480	0	0	0	0	3,506	33	80	3,619
39	7.6	32,269	317	1,021	33,607	38,879	385	1,231	40,495	39,040	388	1,236	40,664	110,188	1,090	3,488	114,766
63	7.7	611	8	19	636	1,228	12	39	1,277	1,231	12	39	1,282	3,068	30	97	3,195
61	7.10.1	(15,883)	(156)	(503)	(16,542)	(27,282)	(270)	(863)	(28,415)	(27,395)	(272)	(867)	(28,534)	(70,560)	(698)	(2,233)	(73,491)
71	7.11.2	(8,607)	(85)	(272)	(8,964)	(27,282)	(270)	(863)	(28,415)	(27,395)	(272)	(867)	(28,534)	(70,560)	(698)	(2,233)	(73,491)
74	7.11.2	(7,335)	(72)	(232)	(7,639)	(19,507)	(193)	(617)	(20,317)	(19,587)	(195)	(620)	(20,402)	(44,507)	(441)	(1,408)	(46,356)
59	7.12	2,007	20	64	2,091	0	0	0	0	0	0	0	0	2,007	20	64	2,091
64	7.12	2,800	28	89	2,917	4,799	47	152	4,998	4,819	48	153	5,020	12,418	123	394	12,935
81	7.12	2,707	27	86	2,820	8,100	80	256	8,436	8,133	81	257	8,471	18,940	188	599	19,727
92	7.12	(4,635)	(46)	(147)	(4,828)	(57,236)	(566)	(1,812)	(59,614)	(59,188)	(588)	(1,874)	(61,660)	(121,069)	(1,200)	(3,833)	(126,102)
80	7.13	5,987	59	189	6,235	17,962	178	568	18,708	18,036	179	571	18,786	41,985	416	1,328	43,729
56	7.14.2	1,307	13	41	1,361	0	0	0	0	0	0	0	0	1,307	13	41	1,361
60	7.14.4.2	1,956	19	62	2,037	3,859	38	122	4,019	3,983	40	126	4,149	9,798	97	310	10,205
79	7.14	11,199	110	354	11,663	30,211	299	956	31,466	31,136	309	985	32,430	72,546	718	2,295	75,559
40	7.14	12,380	122	392	12,894	59,113	585	1,871	61,569	61,138	608	1,935	63,681	132,631	1,315	4,198	138,144
91	7.15	2,714	27	86	2,827	32,563	322	1,031	33,916	33,678	335	1,066	35,079	68,955	684	2,183	71,822
54	7.15	18,426	191	615	20,232	0	0	0	0	0	0	0	0	19,426	191	615	20,232
69	7.15	9,713	95	307	10,115	0	0	0	0	0	0	0	0	9,713	95	307	10,115
73	7.15	2,445	24	77	2,546	4,075	40	129	4,244	0	0	0	0	6,520	64	206	6,790
90	7.15	3,260	32	103	3,395	39,013	386	1,235	40,634	39,174	389	1,240	40,803	81,447	807	2,578	84,832
50	7.16	12,950	127	410	13,487	15,594	154	494	16,242	15,659	156	496	16,311	44,203	437	1,400	46,040
75	7.17	1,777	17	56	1,850	0	0	0	0	0	0	0	0	1,777	17	56	1,850
48	7.18	3,733	1	2	3,736	0	0	0	0	0	0	0	0	3,733	1	2	3,736
52	7.18	3,733	1	2	3,736	0	0	0	0	0	0	0	0	3,733	1	2	3,736
65	7.18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
82	7.20	12,151	119	365	12,655	58,263	576	1,844	60,683	58,504	582	1,852	60,938	128,918	1,277	4,081	134,276
43	7.21	(13,827)	(136)	(438)	(14,401)	(12,869)	(127)	(407)	(13,403)	(12,922)	(128)	(409)	(13,459)	(39,618)	(391)	(1,254)	(41,263)
62	7.22	(22,713)	(223)	(719)	(23,655)	(39,013)	(386)	(1,235)	(40,634)	(39,174)	(389)	(1,240)	(40,803)	(100,900)	(998)	(3,194)	(105,092)
53	7.24	3,057	30	97	3,184	3,890	38	123	4,051	3,906	39	124	4,069	10,853	107	344	11,304
Total for 6.0 & 7.0		308,569	2,676	6,758	318,003	330,584	2,941	8,248	341,773	285,888	2,366	6,834	295,088	925,041	7,983	21,840	954,864
Grand Total		342,705	3,717	7,364	353,786	292,557	429	7,045	300,031	107,859	(5,587)	1,200	103,472	743,121	(1,441)	15,609	757,289
					353,786				300,031				103,472	743,121	(1,441)	15,609	757,289

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE 1 of 25				
2. AMENDMENT/MODIFICATION NO. 32		3. EFFECTIVE DATE DEC 03 2002		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)			
ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH		7. ADMINISTERED BY (If other than Item 6)		CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/>			9A. AMENDMENT OF SOLICITATION NO.		
				<input type="checkbox"/>			9B. DATED (SEE ITEM 11)		
				<input checked="" type="checkbox"/>			10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179		
				<input type="checkbox"/>			10B. DATED (SEE ITEM 13) November 1, 1999		
CODE BX 34		FACILITY CODE							

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

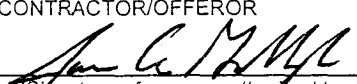
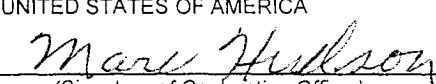
]	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This Modification includes the following documents which are attached hereto and made a part of the contract effective November 1, 2002:

1. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).
2. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1page):
3. MOC-1 Performance Standards.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
3. CONTRACTOR/OFFEROR	15C. DATE SIGNED 12/03/2002	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED 12/03/02
BY  (Signature of person authorized to sign)		BY  (Signature of Contracting Officer)	

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.658% 91.05%	12.000% 80.00%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.740% 88.70%	15.400% 77.00%
<u>3.0 PUBLISHING</u>	20%	17.710% 88.55%	17.023% 85.11%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	9.060% 90.60%	7.782% 77.82%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.008% 80.16%	3.016% 60.33%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	88.738%	78.415%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.718% 90.87%	19.782% 79.13%
<u>TASK GROUP 2 (WBS 2, 3, & 4)</u>	60%	53.412% 89.02%	48.467% 80.78%
<u>TASK GROUP 3 (WBS 6 & 7)</u>	10%	8.008% 80.08%	6.016% 60.16%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	88.738%	78.415%

Performance Requirements Summary

At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.87%	79.13%	125%	2.739	8.514	25%	100%
Task Group 2	89.02%	80.78%	125%	2.277	12.133	25%	100%
Task Group 3	80.08%	60.16%	125%	1.255	5.021	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	15%	odd fee period	
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	5%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	30%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management						27%	
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	60%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		
	2.0 Imaging Technology							20%

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	25%		
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	35%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	35%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
152	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	98%	95%	TR will review completion of required forms at the time the technical report is reviewed.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC related	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		

MOC-1 Perform. Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	13%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	0%	even fee periods	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	11%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging):	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.00%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
	6.4 Organization Development and Training Support						12.65%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.12%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.84%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.86%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.66%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.25%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.14%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.83%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.90%	
	<i>6.16 Mobile Television Production Van</i>						1.21%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
150	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.88%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.87%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.36%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
153	6.25 Communications/WEB Support for the Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
154	6.26 Administrative Support for the Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.39%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.54%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
155	6.31 Records Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.85%	
156	6.32 RETF Historical Preservation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	
157	6.33 RETF Photograph Collection	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
158	6.34 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		13.50%	
							100.0%	
80	7.0 Clerical Support 7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.76%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.19%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.98%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	

Effective: November 1, 2002

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.05%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.95%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.17%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		25.30%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
159	7.20 7100/Information Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.01%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
160	7.21 7600/Research Testing Division (RTD)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
161	7.22 7780/Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
98	7.23 7500/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.11%	
162	7.24 7700/Engineering Development Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.99%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
163	7.27 7800/Systems Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.17%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.22%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.20%	
164	7.34 7010/Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	100%

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of	
2. AMENDMENT/MODIFICATION NO. 33		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cliveveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179 <input type="checkbox"/> 10B. DATED (SEE ITEM 13) November 1, 1999			
CODE BX 34		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) CONTRACT ORDER NO. IN ITEM 10A.	THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.)	SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause.	
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)	

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

A. The results of fee earned and unearned in the sixth performance evaluation period are shown in EXHIBIT A (1 page), attached hereto and made a part of the contract.

B. Any and all revisions affected by issuance of Change Orders to date, since Modification 26, are hereby incorporated into the contract as an entirely new SECTION C -- DESCRIPTION/SPECIFICATIONS/WORK STATEMENT, STATEMENT OF WORK which shall supercede previous such documents.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY <u>James A. Gallagher</u> (Signature of person authorized to sign)	15C. DATE SIGNED 02/26/2003	16B. UNITED STATES OF AMERICA BY <u>Marc Hudson</u> (Signature of Contracting Officer)	16C. DATE SIGNED 2/26/03

EXHIBIT A

A. Adjust baseline for period 6 Tech/Award Fee Earned/(Lost).

	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Baseline for Contract to Date					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,081,576	122,555	556,920	356,742	27,117,793
Task 2.0, 3.0, 4.0	19,615,473	144,527	1,315,776	428,852	21,504,628
Task 6.0 & 7.0	31,955,178	259,655	306,131	687,361	33,208,325
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Mod 31, Option 2	77,796,849	526,737	2,201,718	1,471,604	81,996,908
Fee Earned/Lost Period 6					
Task 1.0 & 5.0	0	0	14,124	(2,828)	11,296
Task 2.0, 3.0, 4.0	0	0	33,844	(3,180)	30,664
Task 6.0 & 7.0	0	0	7,252	(5,424)	1,828
Total Changes	0	0	55,220	(11,432)	43,788
New Amounts					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,081,576	122,555	571,044	353,914	27,129,089
Task 2.0, 3.0, 4.0	19,615,473	144,527	1,349,620	425,672	21,535,292
Task 6.0 & 7.0	31,955,178	259,655	313,383	681,937	33,210,153
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	77,796,849	526,737	2,256,938	1,460,172	82,040,696

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE		PAGE 1 of 28	
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">34</div>		3. EFFECTIVE DATE <div style="text-align: center;">APR 29 2003</div>		4. REQUISITION/PURCHASE NO. <div style="text-align: center;">N/A</div>		5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135				<input type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. <input type="checkbox"/> 9B. DATED (SEE ITEM 11) <input checked="" type="checkbox"/> 10A. MODIFICATION OF CONTRACT/ORDER NO. <div style="text-align: center;">NAS3-99179</div> <input type="checkbox"/> 10B. DATED (SEE ITEM 13) <div style="text-align: center;">November 1, 1999</div>			
CODE BX 34		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) _____ THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Service Contract Act of 1965, as Amended (52.222-41) and Mutual Agreement.
<input type="checkbox"/>	D	OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

(Text continued on Page 2)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
15B. CONTRACTOR/OFFEROR BY <u>James A. Gallagher</u> (Signature of person authorized to sign)	15C. DATE SIGNED <u>4/29/2003</u>	16B. UNITED STATES OF AMERICA BY <u>Marc Hudson</u> (Signature of Contracting Officer)	16C. DATE SIGNED <u>4/29/03</u>

7540-01-152-8070 30-105 STANDARD FORM 30 (REV. 10-83) (GRC Overprint 09/01)
PREVIOUS EDITION NOT USABLE Prescribed by GSA
FAR (48 CFR) 53.243

A. Adjust baseline for Option 2 Equitable Adjustment.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	26,081,576	122,555	571,044	353,914	27,129,089
Task 2.0, 3.0, 4.0	19,615,473	144,527	1,349,620	425,672	21,535,292
Task 6.0 & 7.0	31,955,178	259,655	313,383	681,937	33,210,153
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline from Mod 33	77,796,849	526,737	2,256,938	1,460,172	82,040,696

Equitable Adjustment

Task 1.0 & 5.0	(269,130)	0	(6,605)	(8,518)	(284,253)
Task 2.0, 3.0, 4.0	181,463	0	15,283	5,743	202,489
Task 6.0 & 7.0	411,550	0	4,352	13,171	429,073
Total Changes	323,883	0	13,030	10,396	347,309

New Amounts

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	25,812,446	122,555	564,439	345,396	26,844,836
Task 2.0, 3.0, 4.0	19,796,936	144,527	1,364,903	431,415	21,737,781
Task 6.0 & 7.0	32,366,728	259,655	317,735	695,108	33,639,226
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	78,120,732	526,737	2,269,968	1,470,568	82,388,005

B. New baseline for Option 3 Equitable Adjustment.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,933,557	0	144,519	111,425	7,189,501
Task 2.0, 3.0, 4.0	4,954,356	0	348,804	128,524	5,431,684
Task 6.0 & 7.0	8,065,882	0	80,667	228,812	8,375,361
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline from Mod 33	19,953,795	0	573,990	468,761	20,996,546

Equitable Adjustment

Task 1.0 & 5.0	(244,462)	0	(6,143)	(7,738)	(258,343)
Task 2.0, 3.0, 4.0	165,145	0	13,868	5,227	184,240
Task 6.0 & 7.0	381,390	0	4,026	12,221	397,637
Total Changes	302,073	0	11,751	9,710	323,534

New Amounts

Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,689,095	0	138,376	103,687	6,931,158
Task 2.0, 3.0, 4.0	5,119,501	0	362,672	133,751	5,615,924
Task 6.0 & 7.0	8,447,272	0	84,693	241,033	8,772,998
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline	20,255,868	0	585,741	478,471	21,320,080

Overall New Total Contract Value (All 5 Years)

Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	32,501,541	122,555	702,815	449,083	33,775,994
Task 2.0, 3.0, 4.0	24,916,437	144,527	1,727,575	565,166	27,353,705
Task 6.0 & 7.0	40,814,000	259,655	402,428	936,141	42,412,224
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	98,376,600	526,737	2,855,709	1,949,039	103,708,085

C. In consideration of the revisions agreed to herein, the Parties hereto agree that this Modification No. 34 hereby fully satisfies and discharges any and all claims for equitable adjustment resulting from Area Wage Determination number 1994-2416, Revision 17, dated May 28, 2002.

D. This Modification includes the following updated documents which are attached hereto and made a part of the contract effective November 1, 2002:

1. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).
2. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1 page):
3. MOC-1 Performance Standards (22 pages).

(END OF TEXT)

Performance Requirements Summary

At the Highest Task Level

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<u>1.0 LOGISTICS</u>	15%	13.658% 91.05%	12.000% 80.00%
<u>2.0 IMAGING TECHNOLOGY CENTER</u>	20%	17.740% 88.70%	15.400% 77.00%
<u>3.0 PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
<u>4.0 METROLOGY SERVICES</u>	20%	17.962% 89.81%	16.044% 80.22%
<u>5.0 LIBRARY SERVICES</u>	10%	9.060% 90.60%	7.782% 77.82%
<u>6.0 ADMINISTRATIVE SUPPORT</u>	5%	4.008% 80.16%	3.016% 60.33%
<u>7.0 CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.208%	79.840%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.718% 90.87%	19.782% 79.13%
<u>TASK GROUP 2 (WBS 2, 3, & 4)</u>	60%	54.882% 91.47%	49.892% 83.15%
<u>TASK GROUP 3 (WBS 6 & 7)</u>	10%	8.008% 80.08%	6.016% 60.16%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.208%	79.840%

Performance Requirements Summary
At the Highest Task Level

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.87%	79.13%	125%	2.739	8.514	25%	100%
Task Group 2	91.47%	83.15%	125%	2.931	12.024	25%	100%
Task Group 3	80.08%	60.16%	125%	1.255	5.021	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting							5%
1	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
2	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
3	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	99%	0%	Contractor shall review the inventory open/close report	15%	odd fee period	
6	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 50 computer disk drives cleaned by IT Corp. in a six-month period.	5%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
7	1.1 Property Management	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracing System is completed to include disposal).	30%		
	1.2 Freight Traffic						19%	
9	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98%	95%	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management						27%	
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
15	1.4 Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	60%		
	1.5 Transportation Operations						27%	
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
18	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
19	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
21	1.5 Transportation Operations	Receive, process, and deliver Government priority orders to customer within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
22	1.5 Transportation Operations	Just-In-Time orders shall be processed and delivered within 10 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule	95%	90%	Contractor shall review the LVMS maintenance due report.	4%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	4%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	2%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		
	2.0 Imaging Technology							20%

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
29	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	50%		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	98%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	25%		
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical Publishing	Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	35%		
35	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	35%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
36	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
152	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	98%	95%	TR will review completion of required forms at the time the technical report is reviewed.	10%		
39	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	10%		
	3.2 Duplicating						25%	
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%		
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		
	4.0 Metrology Services							20%
	4.1 Calibration						85%	
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
48	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	15%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
	4.2 Instrument Pool						15%	
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will verify.	25%	LTOC related	
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the TR. TR concur and will review the reports for required information.	20%		
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	5.0 Library Services							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
60	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	13%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	0%	even fee periods	
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	11%		
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
64	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
65	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	6.0 Administrative Support							5%
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.00%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.07%	
	6.4 Organization Development and Training Support						12.65%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
70	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Course evaluations obtained from Learning Center users, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 on all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	75%		
71	6.4.1 Learning Center and 6.4.4 Administrative Short Courses	Adverse complaints shall not exceed 6 in the six-month period. (80% = 6 complaints in a six month period.) (60% = 12 complaints in a six month period.)	80%	60%	Contractor shall maintain complaints.	25%		
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.12%	
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		17.84%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.90%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.86%	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.66%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.25%	
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.14%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.83%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.90%	
	<i>6.16 Mobile Television Production Van</i>						1.21%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%		
150	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.88%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.87%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.56%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.36%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
153	6.25 Communications/WEB Support for the Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.83%	
154	6.26 Administrative Support for the Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.39%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.54%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.57%	
155	6.31 Records Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.85%	
156	6.32 RETF Historical Preservation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.04%	
157	6.33 RETF Photograph Collection	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
158	6.34 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		13.50%	
							100.0%	
	7.0 Clerical Support							5%
80	7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.76%	
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.29%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.19%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.98%	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300/Vehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.31%	
86	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.53%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
87	7.12 0500/Office of Safety and Assurance Technologies	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.05%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		10.95%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.17%	
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		25.30%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.17%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.05%	
159	7.20 7100/Information Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.01%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
160	7.21 7600/Research Testing Division (RTD)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.97%	
161	7.22 7780/Metals Technology Branch	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.00%	
98	7.23 7500/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		8.11%	
162	7.24 7700/Engineering Development Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.99%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
163	7.27 7800/Systems Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.93%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.17%	
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.40%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.22%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.20%	
164	7.34 7010/Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
							100%	100%

A. Adjust baseline for approved Change Orders issued Between November, 2002 and April, 2003 affecting Option 2.

Baseline for Contract to Date		Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		25,812,446	122,555	564,439	345,396	26,844,836
Task 2.0, 3.0, 4.0		19,796,936	144,527	1,364,903	431,415	21,737,781
Task 6.0 & 7.0		32,366,728	259,655	317,735	695,108	33,639,226
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline from Mod 34		78,120,732	526,737	2,269,968	1,470,568	82,388,005
TD Adjustment						
Option Year 1						
Task 1.0 & 5.0		(695,385)	0	3,792	1,537	(690,056)
Task 2.0, 3.0, 4.0		92,826	0	8,257	2,938	104,021
Task 6.0 & 7.0		397,019	0	3,303	9,134	409,456
Option Year 1 Changes		(205,540)	0	15,352	13,609	(176,579)
New Amounts						
Phase In		144,622	0	0	0	144,622
Task 1.0 & 5.0		25,117,061	122,555	568,231	346,933	26,154,780
Task 2.0, 3.0, 4.0		19,889,762	144,527	1,373,160	434,353	21,841,802
Task 6.0 & 7.0		32,763,747	259,655	321,038	704,242	34,048,682
Reporting		0	0	22,891	0	22,891
Award Fee		0	0	0	(1,351)	(1,351)
Total Baseline		77,915,192	526,737	2,285,320	1,484,177	82,211,426

A. Adjust baseline for approved Change Orders issued Between November, 2002 and April, 2003 affecting Option 3.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	0	0	0	0	0
Task 1.0 & 5.0	6,689,095	0	138,376	103,687	6,931,158
Task 2.0, 3.0, 4.0	5,119,501	0	362,672	133,751	5,615,924
Task 6.0 & 7.0	8,447,272	0	84,693	241,033	8,772,998
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline from Previous page	20,255,868	0	585,741	478,471	21,320,080
TD Adjustment Option Year 2					
Task 1.0 & 5.0	(816,577)	0	6,643	4,749	(805,185)
Task 2.0, 3.0, 4.0	189,584	0	16,715	6,000	212,299
Task 6.0 & 7.0	444,501	0	5,433	13,619	463,553
Optio Year 2 Changes	(182,492)	0	28,791	24,368	(129,333)
New Amounts					
Phase In	0	0	0	0	0
Task 1.0 & 5.0	5,872,518	0	145,019	108,436	6,125,973
Task 2.0, 3.0, 4.0	5,309,085	0	379,387	139,751	5,828,223
Task 6.0 & 7.0	8,891,773	0	90,126	254,652	9,236,551
Reporting	0	0	0	0	0
Award Fee	0	0	0	0	0
Total Baseline	20,073,376	0	614,532	502,839	21,190,747
Overall New Total Contract Value (All 5 Years)					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	30,989,579	122,555	713,250	455,369	32,280,753
Task 2.0, 3.0, 4.0	25,198,847	144,527	1,752,547	574,104	27,670,025
Task 6.0 & 7.0	41,655,520	259,655	411,164	958,894	43,285,233
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
Total Baseline	97,988,568	526,737	2,899,852	1,987,016	103,402,173

TD#	WBS #	Option 2				Option 3				Total Contract				
		Cost	TF	AF	Total	Cost	TF	AF	Total	Cost	CF	TF	AF	Total
98	NAS3-99179	Only adds wording with regards to non-tagged equipment inventory at the end of the Shaw contract-No Cost impact												
125	1.04.01.03	50,823	29	24	50,676	57,855	33	27	57,915	108,478	0	62	51	108,591
104	1.04.02.03	7000 Re-org-Cost estimate for information purposes to get money from the organizations that request sub-store attendants.												
138	1.01	1,248	35	39	1,322	1,276	36	40	1,352	2,524	0	71	79	2,674
142	1.03	(838,107)	(479)	(392)	(838,978)	(1,072,342)	(613)	(502)	(1,073,457)	(1,910,449)	0	(1,092)	(894)	(1,912,435)
143	1.04	39,405	202	238	39,845	134,602	2,860	3,221	140,683	174,007	0	3,062	3,459	180,528
139	1.05	33,096	923	1,047	35,066	43,454	1,221	1,375	46,050	76,550	0	2,145	2,423	81,118
140	1.05	0	0	0	0	0	0	0	0	0	0	0	0	0
141	1.05	0	0	0	0	0	0	0	0	0	0	0	0	0
132	5.0	18,350	3,082	581	22,013	18,578	3,106	588	22,272	36,928	0	6,188	1,169	44,285
Total for 1.0 & 5.0		(695,385)	3,792	1,537	(690,056)	(816,577)	6,643	4,749	(805,185)	(1,511,962)	0	10,436	6,287	(1,495,239)
144	2.0	40,126	3,819	1,270	45,215	78,346	7,334	2,480	88,160	118,472	0	11,153	3,750	133,375
136	3.0	38,004	3,200	1,203	42,407	78,371	6,609	2,480	87,460	116,375	0	9,809	3,683	129,867
137	3.0	14,696	1,238	485	16,399	32,867	2,772	1,040	36,679	47,563	0	4,010	1,505	53,078
Total for 2.0, 3.0 & 4.0		92,826	8,257	2,938	104,021	189,584	16,715	6,000	212,299	282,410	0	24,972	8,938	316,320
94	6.02.01	189	2	6	197	0	0	0	0	189	0	2	6	197
134	6.02.03	2,559	33	81	2,673	2,559	33	81	2,673	5,118	0	66	162	5,346
135	6.02.01	21,912	285	694	22,891	22,569	291	714	23,574	44,481	0	576	1,408	46,465
145	6.02.08	(29,413)	(383)	(931)	(30,727)	(60,527)	(780)	(1,916)	(63,223)	(89,940)	0	(1,163)	(2,847)	(93,950)
102	6.03	(41,501)	(540)	(1,314)	(43,355)	(50,035)	(645)	(1,584)	(52,264)	(91,536)	0	(1,185)	(2,898)	(95,619)
130	6.11	61,258	798	1,939	63,995	288,332	3,717	9,126	301,175	349,590	0	4,515	11,065	365,170
122	6.15	4,927	64	156	5,147	5,937	77	188	6,202	10,864	0	141	344	11,349
101	6.25	Re-org of 7000-No change to cost												
108	6.26	(37,803)	(492)	(1,196)	(39,491)	(45,576)	(587)	(1,442)	(47,605)	(83,379)	0	(1,079)	(2,638)	(87,096)
106	6.28	1,269	16	40	1,325	1,269	16	40	1,325	2,538	0	32	80	2,650
145	6.31	60,107	783	1,902	62,792	122,364	1,577	3,873	127,814	182,471	0	2,360	5,775	190,606
87	6.33	18,731	129	312	19,172	0	0	0	0	18,731	0	129	312	19,172
100	6.34	357,769	2,858	6,947	367,574	346,637	2,758	6,772	356,167	704,406	0	5,616	13,719	723,741
131	6.34	737	2	1	740	542	0	1	543	1,279	0	2	2	1,283
100	6.02	(357,769)	(2,858)	(6,947)	(367,574)	(346,637)	(2,758)	(6,772)	(356,167)	(704,406)	0	(5,616)	(13,719)	(723,741)
129	6.34	1,422	1	3	1,426	1,045	0	0	1,045	2,467	0	1	3	2,471
113	6.35	56,626	32	77	56,735	13,225	7	17	13,249	69,851	0	39	94	69,984
117	6.36	44,224	576	1,400	46,200	53,318	687	1,688	55,693	97,542	0	1,263	3,088	101,893
116	7.10	37,102	367	1,174	38,643	42,594	423	1,348	44,365	79,606	0	790	2,522	83,008
126	7.11	7,142	71	226	7,439	9,059	90	287	9,436	16,201	0	161	513	16,875
123	7.11.04	3,661	36	116	3,813	0	0	0	0	3,661	0	36	116	3,813
118	7.12	2,575	25	81	2,681	0	0	0	0	2,575	0	25	81	2,681
119	7.13	6,660	66	211	6,937	8,453	84	268	8,805	15,113	0	150	479	15,742
133	7.13	17,769	176	562	18,507	0	0	0	0	17,769	0	176	562	18,507
121	7.14.04.04	4,350	43	138	4,531	5,406	54	171	5,631	9,756	0	97	309	10,162
99	7.15	(41,116)	(407)	(1,301)	(42,824)	(43,086)	(428)	(1,364)	(44,878)	(84,202)	0	(835)	(2,665)	(87,702)
120	7.15	(6,430)	(64)	(204)	(6,698)	(8,617)	(86)	(273)	(8,976)	(15,047)	0	(150)	(477)	(15,674)
114	7.15	13,352	132	423	13,907	0	0	0	0	13,352	0	132	423	13,907
127	7.15	28,567	283	904	29,754	14,402	143	456	15,001	42,969	0	428	1,360	44,755
115	7.16	8,114	80	257	8,451	8,891	88	281	9,260	17,005	0	168	538	17,711
111	7.17	(41,670)	(412)	(1,319)	(43,401)	(45,658)	(454)	(1,445)	(47,557)	(87,328)	0	(866)	(2,764)	(90,958)
95	7.18	20,816	3	10	20,829	0	0	0	0	20,816	0	3	10	20,829
97	7.18	12,550	124	397	13,071	0	0	0	0	12,550	0	124	397	13,071
147	7.18	24,859	111	354	25,324	0	0	0	0	24,859	0	111	354	25,324
124	7.18	16,423	72	231	16,726	0	0	0	0	16,423	0	72	231	16,726
109	7.20	(8,114)	(80)	(257)	(8,451)	(8,891)	(88)	(281)	(9,260)	(17,005)	0	(168)	(538)	(17,711)
96	7.21	9,099	90	288	9,477	9,137	91	289	9,517	18,236	0	181	577	18,994
103	7.21	137,027	1,355	4,337	142,719	164,443	1,635	5,205	171,283	301,470	0	2,990	9,542	314,002
107	7.22	42,364	552	1,341	44,257	51,074	658	1,617	53,349	93,438	0	1,210	2,958	97,606
112	7.23	(104,673)	(1,035)	(3,313)	(109,021)	(123,428)	(1,227)	(3,906)	(128,561)	(228,101)	0	(2,262)	(7,219)	(237,582)
146	7.23	(7,321)	(72)	(232)	(7,625)	(43,807)	(435)	(1,387)	(45,629)	(51,128)	0	(507)	(1,619)	(53,254)
110	7.24	2,269	22	72	2,363	2,736	27	87	2,850	5,005	0	49	159	5,213
105	7.27	930	9	29	968	1,113	11	35	1,159	2,043	0	20	64	2,127
93	7.34	45,470	450	1,439	47,359	45,658	454	1,445	47,557	91,128	0	904	2,884	94,916
Total for 6.0 & 7.0		397,019	3,303	9,134	409,456	444,501	5,433	13,619	463,553	841,520	0	8,736	22,753	873,009
Grand Total		(205,540)	15,352	13,609	(176,579)	(182,492)	28,791	24,368	(129,333)	(388,032)	0	44,143	37,977	(305,912)
					(176,579)				(129,333)	(388,032)	0	44,144	37,978	(305,910)